



iConnect-Studio 2017

Software Installation & Dealers Guide
Management - Distribution - Utilities

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Introduction:

ICONNECT STUDIO™ IS A POWERFUL MICROSOFT® SQL DATABASE DRIVEN SOFTWARE PACKAGE USED TO CONTROL AND MANAGE ILINK, ISCENT AND TELINK UNITS IN THE FIELD.

iConnect Studio utilizes a real-time Audio Manipulation Engine™ which allows for any number of audio file “tweaks” such as fade-in, fade-out & mixing, all with highly customizable song separation algorithms. Audio can be previewed and analyzed within the application with familiar tools such as a custom media player and VU meters. Play List creation of very simple to complex multi-channel schedules are easily created with an easy-to-use rule based GUI interface. Connectivity of an unlimited number of units in the field can be achieved and is only limited by the bandwidth you have available. Types of connections supported include a standard TCP/IP protocol and Port 80.

Minimum Hardware Specifications:

- IBM compatible PC
- Intel Core™ 2 Duo
- 2GB RAM (4GB RAM on Windows 7 or higher)
- 80GB Hard Drive
- 10/100 LAN
- Super VGA (1,024 x 768) or higher-resolution video adapter and monitor
- Keyboard and Microsoft® Mouse or compatible pointing device
- Sound card (only needed for TELink compatibility)

OS Versions Supported:

- Windows Vista, Windows 7, Windows 8 & Windows 8.1, Windows 10
- Windows Server 2003, Windows Server 2008/2008 R2 & Windows Server 2012

SQL Versions Supported:

- Microsoft SQL Server 2005, Microsoft SQL 2005 Express
- Microsoft SQL Server 2008, Microsoft SQL 2008 Express
- Microsoft SQL Server 2008 R2, Microsoft SQL 2008 R2 Express
- Microsoft SQL Server 2012, Microsoft SQL Server 2012 Express

**Windows must have a minimum of Microsoft .NET Framework 3.5
DirectX 9.0c or above is required when using the TCA (Telephone Communication Appliance)
Backup your database files everyday!**

[For current updates go to picapd.com](http://picapd.com)

Installation Note:

Depending upon the version of your operating system some of the installation screens may look different from those pictured in the manual.
If you have any questions please call PICA Product Development for assistance.

Installing and Configuring iConnect Studio Management:

It is highly recommended that you contact PICA Product Development for assistance in installing and configuring iConnect Studio.

Pre Install Requirements:

1. Verify SQL Server Express is installed and configured.
2. Verify SQL Server Management Studio Express is installed and configured.
3. Verify computer meets minimum requirements.
4. Create a restore point and backup your system before making any changes.
5. Make sure that the server name, user ID and logon password are available.

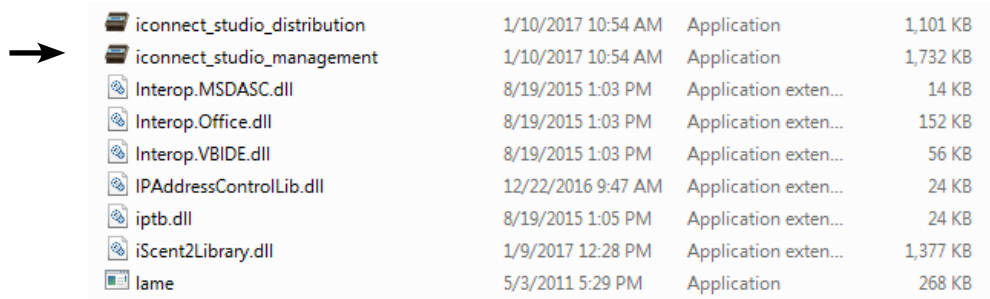
Installing and Configuring iConnect Studio Management:

Step 1: Click on the iconnect_studio_installer.exe file and follow the on screen instructions.

Step 2: When installation is complete it will place all the files in the "C:\Program Files\iConnect Studio" directory.

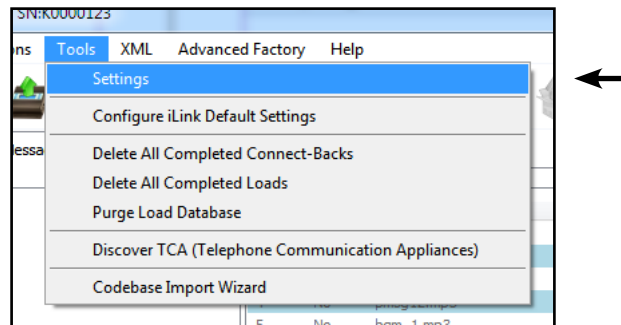
Step 3: This directory contains all the program files including firmware update and documentation files.

Step 4: Launch iConnect Studio Management by double clicking on the "iconnect_studio_management.exe" file.



File Name	Date Modified	Type	Size
iconnect_studio_distribution	1/10/2017 10:54 AM	Application	1,101 KB
iconnect_studio_management	1/10/2017 10:54 AM	Application	1,732 KB
Interop.MSDASC.dll	8/19/2015 1:03 PM	Application exten...	14 KB
Interop.Office.dll	8/19/2015 1:03 PM	Application exten...	152 KB
Interop.VBIDE.dll	8/19/2015 1:03 PM	Application exten...	56 KB
IPAddressControlLib.dll	12/22/2016 9:47 AM	Application exten...	24 KB
iptb.dll	8/19/2015 1:05 PM	Application exten...	24 KB
iScen2Library.dll	1/9/2017 12:28 PM	Application exten...	1,377 KB
lame	5/3/2011 5:29 PM	Application	268 KB

Step 5: On the menu bar select Tools>Settings.



Step 6: On the "Settings" tab fill in the information and click "OK".

1. Dealer Key - Key used to authenticate and enable the software.
2. SQL Server Name - Enter in the name of the server.
3. SQL Database Name - Enter in database name.
4. Authentication - This is either Windows or SQL. By default it is set to SQL.
5. SQL Login & Password - Enter in login and password.
6. Activity Days - Sets how many days are displayed on the "Activity" tab.
7. Time Synchronize - When this box is checked the computer's time will be set to the unit.

Settings

Dealer Key: (XXXX-XXXX-XXXX) 1

SQL Server Name: NTL-310\SQLEXPRESS 2

SQL Database Name: ntl studio database 3

Authentication: SQL Server Authentication 4

SQL Login: sa 5

SQL Password: ***** 5

Activity Days: 30 6

Automatically synchronize unit to your computer's time before disconnecting. 7

Test SQL Connection

→ OK

Step 7: Install and configuration of iConnect Studio Management is complete.

Step 8: Move to next section "Installing and Configuring iConnect Studio Distribution".

Installing and Configuring iConnect Studio Distribution:

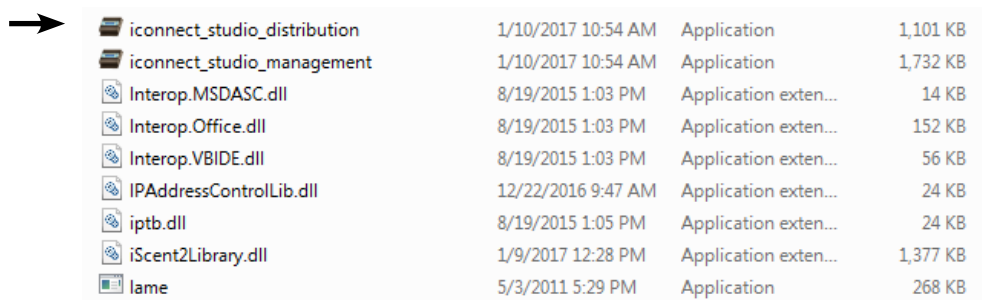
Pre install Recommendations:

1. Verify SQL Server Express is installed and configured.
2. Verify SQL Server Management Studio Express is installed and configured.
3. Verify iConnect Studio Management is installed and configured.
4. Create a restore point and backup your system before making any changes.

Installing and Configuring iConnect Studio Distribution:

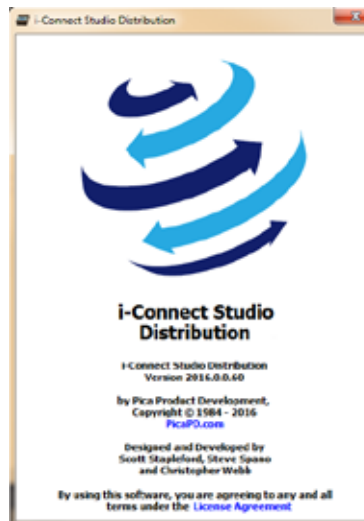
Step 1: Browse to the server's "C:\Program Files\iConnect Studio" directory.

Step 2: Launch iConnect Studio Distribution by double clicking on the "iconnect_studio_distribution.exe" file.



File Name	Modified	Type	Size
iconnect_studio_distribution	1/10/2017 10:54 AM	Application	1,101 KB
iconnect_studio_management	1/10/2017 10:54 AM	Application	1,732 KB
Interop.MSDASC.dll	8/19/2015 1:03 PM	Application exten...	14 KB
Interop.Office.dll	8/19/2015 1:03 PM	Application exten...	152 KB
Interop.VBIDE.dll	8/19/2015 1:03 PM	Application exten...	56 KB
IPAddressControlLib.dll	12/22/2016 9:47 AM	Application exten...	24 KB
iptb.dll	8/19/2015 1:05 PM	Application exten...	24 KB
iScent2Library.dll	1/9/2017 12:28 PM	Application exten...	1,377 KB
lame	5/3/2011 5:29 PM	Application	268 KB

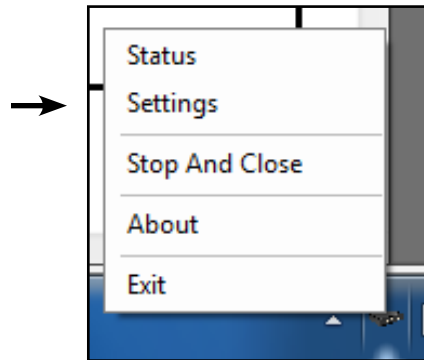
Step 3: The iConnect Studio Distribution application splash screen will be displayed for a few seconds.



Step 4: The iConnect Studio application will be displayed in the Task Bar as an iLink LCD icon.



Step 5: Right click on the icon and select “Settings”.



Step 6: On the “Settings” tabs fill in any pertinent information and click “OK”.

a. General Tab

1. Dealer Key - Enter in the subscription key to activate the software.
2. Ethernet Adapter - Select adapter being used for this application.
3. Time Sync - This check box synchronizes your computer time with unit.

b. Inbound Tab

1. Inbound Listening Port - Sets the port your server will listen on for incoming unit.
2. Existing Unit Connect-Back Rule - When checked and if no Connect-Back record can be found, then the unit will be overwritten with the current customer/unit record data.
3. Non-Existing Unit Connect-Back Rule - When checked and if unit does not have a customer/unit record, then a new default record will be created.

c. Outbound Tab

1. Outbound Retries - Set the number of attempts to make a connection to a unit.
2. Outbound Retry Interval - Set the number of minutes between retry attempts.

d. SQL Server Tab

1. SQL Server Name - Enter in the name of the server.
2. SQL Database Name - Enter in database name.
3. Authentication - This is either Windows or SQL. By default it is set to SQL.
4. SQL Login & Password - Enter in login and password.
5. Test SQL Connection - This button tests the SQL connection.

e. Email Tab

1. From E-mail - Sets the from e-mail.
2. SMTP Server - Set the server address the e-mail will be sent through.

f. Advanced Tab

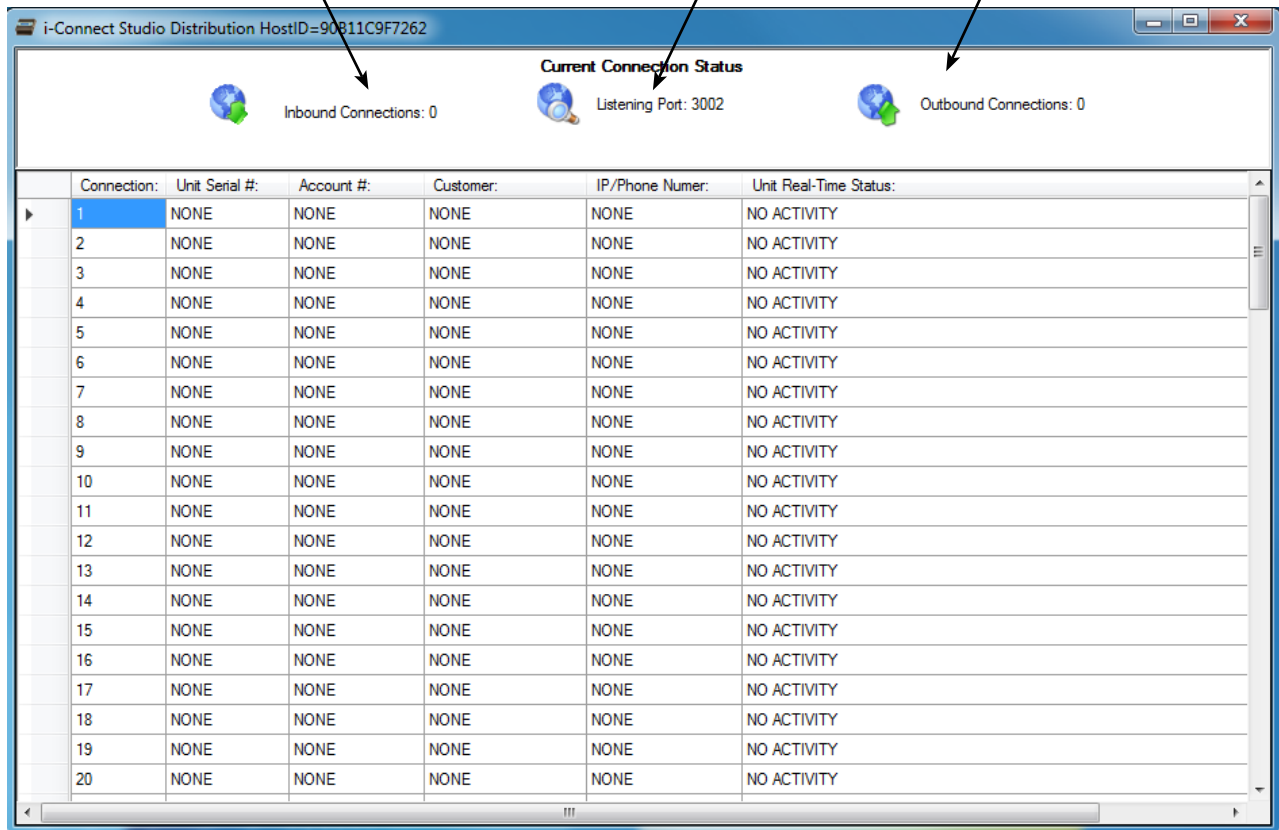
1. Continuation Rule - When checked, any library files missing on server will be ignored.

Step 7: Right click on the icon and select “Status” to view “real-time” connections and system information. (displays up to 100 simultaneous connections)

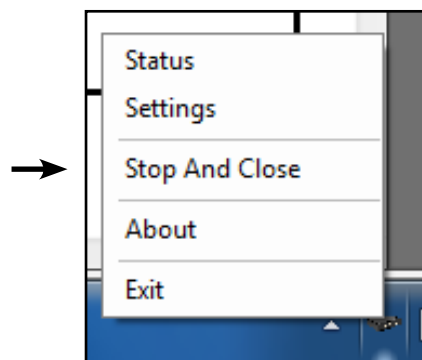
Units connected to the server
(Connect-Backs)

Units connected from the server
(Loads)

Shows servers listening port

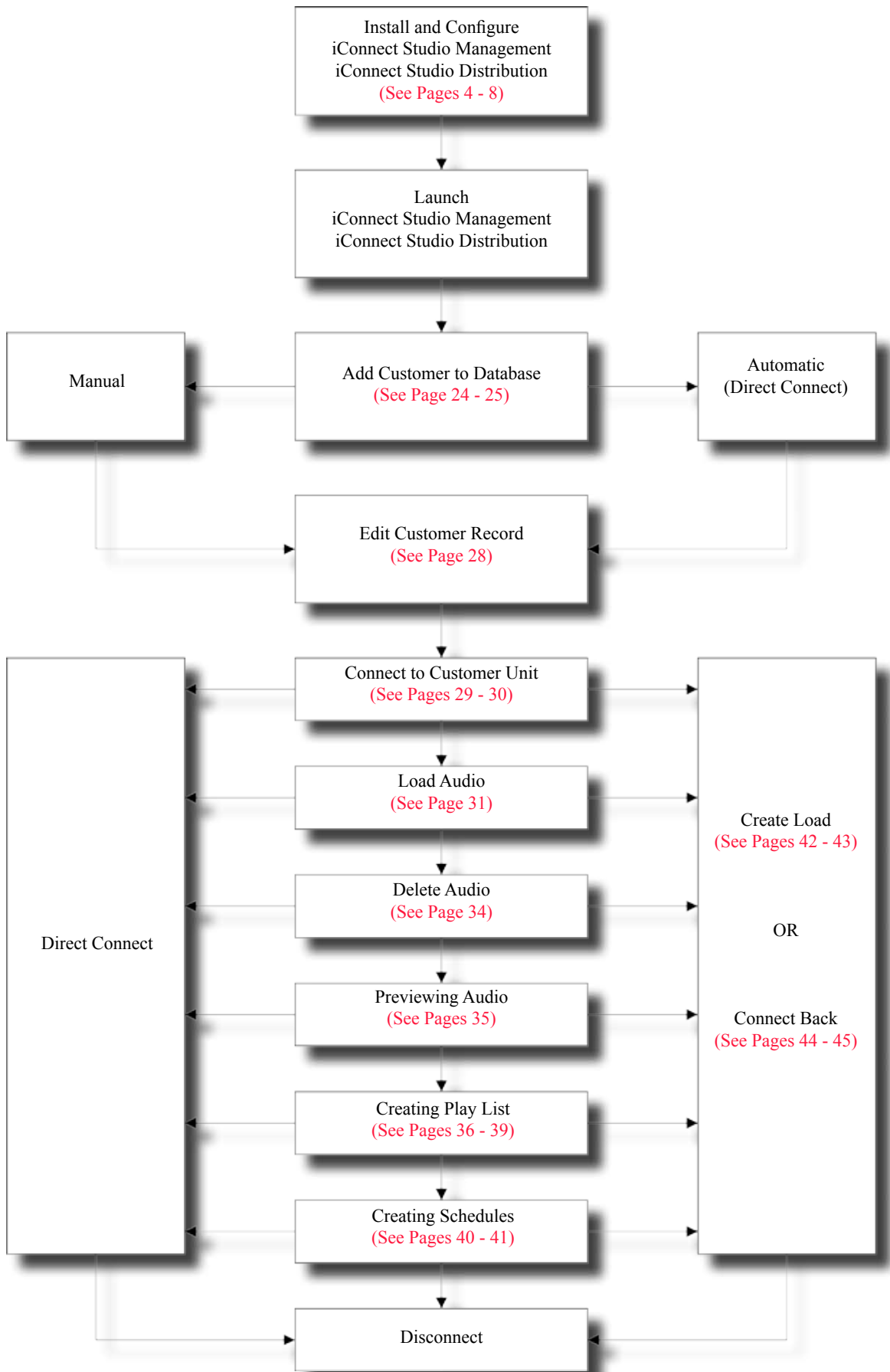


Step 8: Install and configuration of iConnect Studio Distribution is complete.



Special Feature - The "Stop and Close" feature should be used if for any reason iConnect Studio Distribution needs to be closed while units are connected. When used each unit is "gracefully closed" and rescheduled for when iConnect Studio Distribution is relaunched.

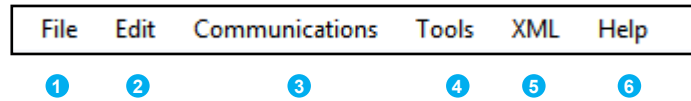
Typical iLink Workflow Example:



iConnect Studio Management Operation:

iConnect Studio Layout and Navigation:

Toolbar Text:



1. File

- └ Save - Saves current record changes.
- └ Cancel - Aborts current record changes.
- └ Report - Launches the iConnect Studio Report Designer.
- └ Exit - Used to close and exit the application.

2. Edit

- └ Customers - Used to edit existing customer records.
- └ Groups - Used to create customer groups.
- └ Loads - Used to create a load to a unit.
- └ Connect-Backs - Used to create a Connect-Back record for a unit.
- └ New - Used to add a new customer to the database.
- └ Delete - Used to delete an existing customer from the database.

3. Communications

- └ Connect - Used to direct connect to a unit.
- └ Disconnect - used to disconnect from current session.
- └ Upload - Uploads changes to a unit during a direct connect.
- └ Download - Download currently connected to unit settings.

4. Tools

- └ Settings - Used to configure application settings.
- └ Configure iLink Default Settings - Used to set default settings for manually added units.
- └ Delete All Completed Connect-Backs - Used to delete all completed Connect-Backs.
- └ Delete All Expired Connect-Backs - Used to delete all expired Connect-Backs.
- └ Delete All Redundant Connect-Back Records - Used to delete all redundant Connect-Backs.
- └ Purge Load Database - Deletes All Loads.
- └ Delete All Completed Loads - Used to delete all completed Loads
- └ Purge Activity Log - Used to purge all activity older then 30 days.
- └ Discover TCA - Installation Wizard for Analog Modem.
- └ Codebase Import Wizard - Used to import database from WinLink.
- └ Validate Library - Verifies library files on units can be located on server.
- └ Audio Normalizer - Used to take audio file and normalize the volume.

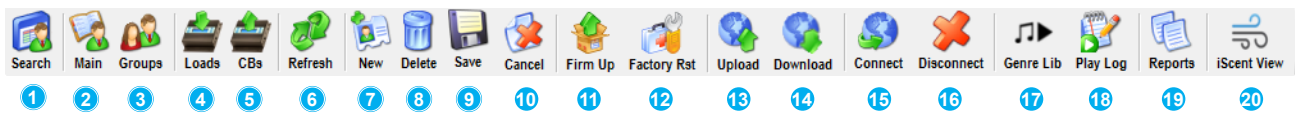
5. XML

- └ Import - Used to import saved settings from another unit.
- └ Export - Exports settings from current unit.

6. Help

- └ About - Displays information and version number of iConnect Studio Management.
- └ Support - Multiple support options listed.

Toolbar Icons:



1. Search - Allows searching of most database fields.
2. Customers Tab - Shows existing customers in database in tab view.
3. Groups - Used to create customer groups.
4. Create Load - Used to create a load to a unit.
5. Create Connect-Back - Used to create a Connect-Back record for unit.
6. Refresh - Refreshes current database view.
7. Add Customer - Used to add a new customer/unit to the database.
8. Delete Customer - Used to delete an existing customer/unit from the database.
9. Save - Saves current record changes.
10. Do Not Save - Aborts current record changes.
11. Firmware Update - Updates current units firmware.
12. Factory Reset - Factory resets current unit.
13. Upload - Uploads (sends) changes to a unit during a direct connect.
14. Download - Download current settings from a unit during a direct connect.
15. Connect - Used to direct connect to a unit.
16. Disconnect - Used to disconnect from current session.
17. Genre Lib - Open the genre library files (if using genre mode).
18. Play Log - Open play log for that specific unit.
19. Reports - Used to create reports using iConnect Studio Report Designer.
20. Scent View - Allows viewing and menus for iScent product.

Tabs:



1. Customer - This tab displays customer contact and e-mail notification information.
2. Unit - This tab displays all the unit information and settings.
3. LCD - This tab allows customization on the LCD on iLink LCD units.
4. Channel A - This tab displays all the audio files, playlists and schedules for Channel A.¹
5. Channel B - This tab displays all the audio files, playlists and schedules for Channel B.¹
6. Stream - Custom streaming feature. Contact factory for details.
7. Activity - This tab displays all activity related to the current unit.

¹TELink 700an units will have the audio selection directly on the "Unit Tab".

Customer Tab:

i-Connect Studio Management

File Edit Communications Tools XML Help Advanced Factory Factory Loading

Search Main Groups Loads CBs Refresh New Delete Save Cancel Firm Up Factory Rst Upload Download Connect Disconnect Genre Lib Play Log Reports iScent View

Customer: SN: M0000001 - iLink History 3848

Customer Unit LCD Channel A Stream Activity

Title: 1 Phone: 2 Acct. #: 11

Contact First: 3 Last: 4 Group: 12 13

Customer: 5

Address: 6

Address 2: 7 Location: 14

City: 8 State: Zip: Country: 15

Alt. Phone: 9 Ext.: 10 Fax: 16

Email: 17 Message: 20 Use Email Notification

Subject: 18

Attachment: 19 Browse

Notes: 24

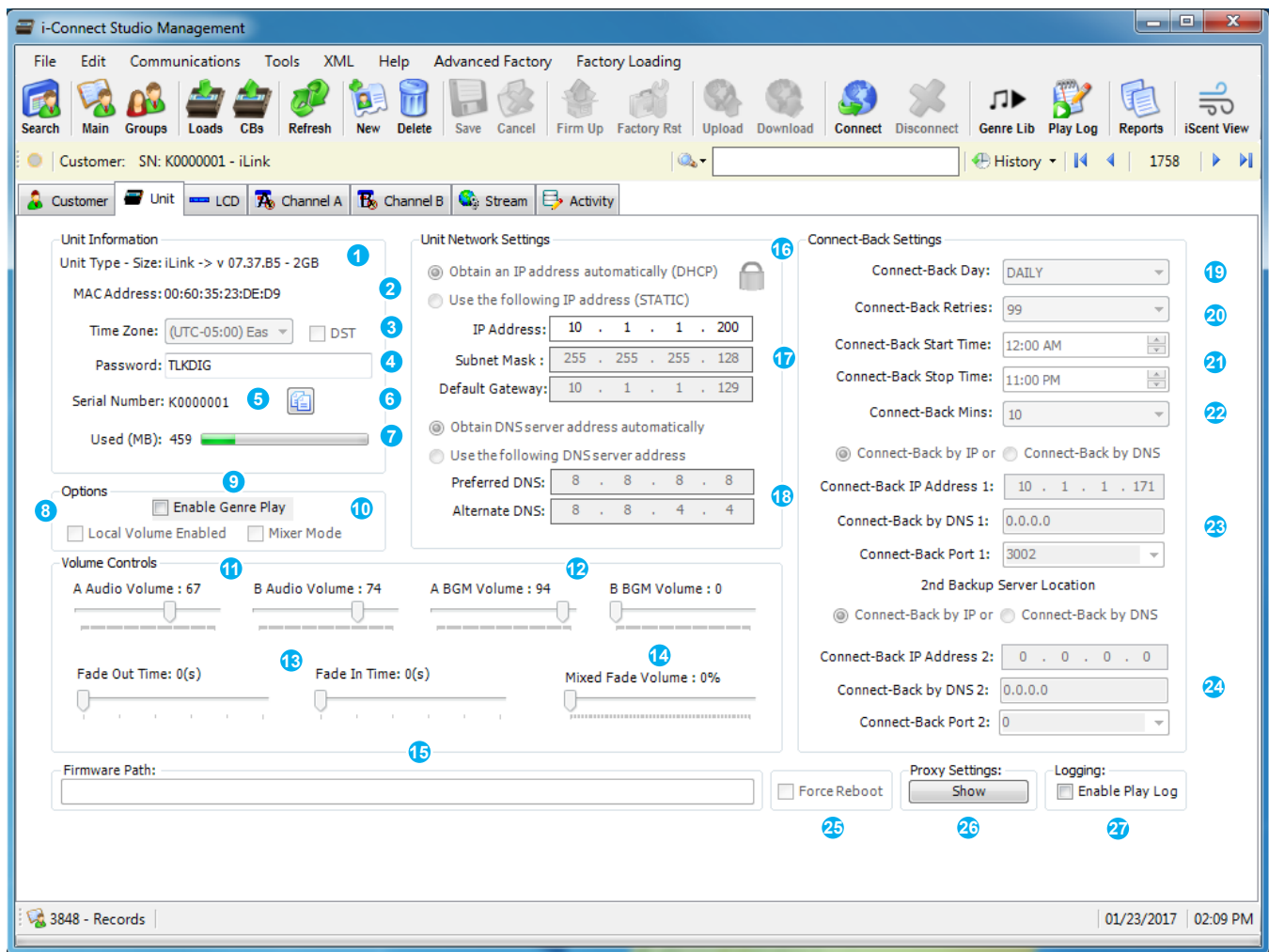
22 New Note

23 Delete Note

3848 - Records 01/23/2017 01:53 PM

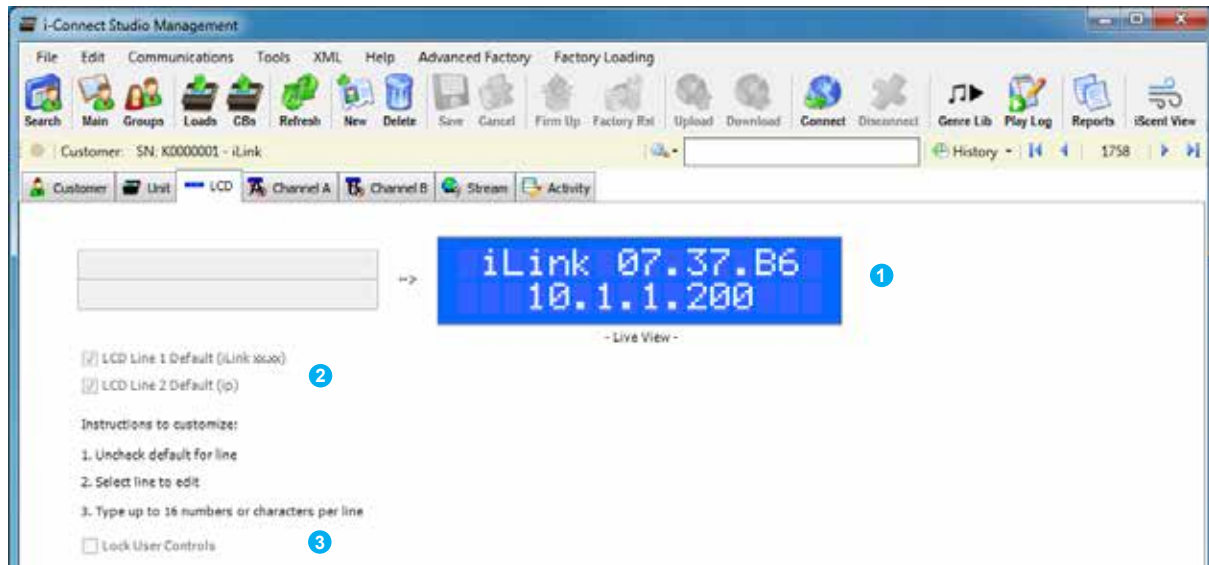
1. Title - Contact's title.
2. Phone - Contact's phone number.
3. Contact First Name - Contact's first name.
4. Contact Last Name - Contact's last name.
5. Customer - Company name.
6. Address - Customer's address information.
7. Address - Customer's address information.
8. City/State/Zip - Customer's city, state and zip information.
9. Alt. Phone - Alternate customer's phone number.
10. Ext. - Alternate customer's phone number extension.
11. Acct. # - Customer's unique account number.
12. Group - Displays current group assigned to customer or allows group to be changed.
13. New Group - Allows for creation of new group name.
14. Location - Location for the customer. Example: "West Coast"
15. Country - Customer's country.
16. Fax -Customer's fax number.
- 17 - 19. Email - Email information (use ";" to add multiple addresses).
20. Use Email Notification - Activates email notification.
21. Message - E-mail message top send in the notification.
22. New Note - Allows for creation of new note.
23. Delete Note - Allows for note deletion.
24. Notes - Customer's notes are added and edited in this area.

Unit Tab for iLink:



1. Unit Type - Display type of unit, firmware and memory size.
2. MAC Address - Displays MAC address.
3. Time Zone - Displays current time zone and Daylight Savings status.
4. Password - Displays current password.
5. Serial Number - Displays current unit serial number and allows copy of current record serial number.
6. Serial Number Search - Allows search of database by serial number.
7. Memory Usage - Displays memory usage.
8. Local Volume Enabled - Enables local volume control (using front buttons).
9. Enable Genre Play - Turns on genre play library mode.
10. Mixer Mode - Turns on mixer mode.
11. Audio Volume - Controls the audio volume of Output A & Output B
12. BGM Audio Volume - Control the audio volume of the BGM feed-through inputs.
13. Fade In/Out Time - Displays current fade in/out times between BGM and internal files.
14. Mixed Fade Volume - Amount of stores or streaming audio mixed with dry cut.
15. Firmware - Displays current path to firmware update.
16. Lock Network Settings - Locks unit record STATIC/DHCP settings so change is not sent to unit.
17. Unit IP - Sets units mode to Static or DHCP assigned IP address, subnet & gateway.
18. Unit DNS - Set unit DNS address.
19. Connect-Back Day - Sets day(s) to Connect-Back.
20. Connect-Back Retries - Number of Connect-Back attempts in case of communication failure.
21. Connect-Back Start/Stop Time - Start/Stop time of Connect-Back.
22. Connect-Back Mins - Frequency of Connect-Backs during valid Connect-Back start and stop time.
- 23 - 24. Connect-Back IP Address 1 & 2 - Displays current Connect-Back IP address or DNS name* and Port. *
25. Force Reboot - When checked it will force the unit to reboot during a Direct Connect or Connect-Back.
26. Proxy Server - Proxy server options. Only available on iLink LCD.
27. Play Log - Play log feature which records the date and time of message play for upload to iConnect Studio.

LCD Tab for iLink LCD:

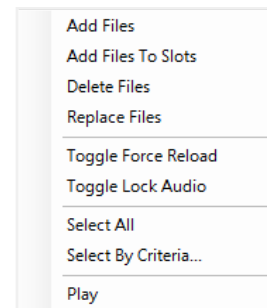


1. LCD Display - Shows customized alphanumeric for LCD.
2. LCD Line 1 & 2 - Allows (Default) LCD text to be turned ON and OFF.
3. Lock User Controls - When checked this will disable changes from the LCD.

Channel A & Channel B for iLink (Right Click Menus):

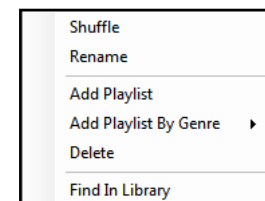
Library (Right Click):

1. Add Files - Adds file(s) to next available empty slot.
2. Add File To Slots - Adds file(s) to specific empty slots.
3. Delete Files - Deletes selected files.
4. Replace Files - Replaces selected files.
5. Toggle Force Reload - Forces reload of audio file.
6. Toggle Lock Audio - Locks audio file from being overwritten.
7. Select All - Selects all the files in library.
8. Select By Criteria - Allows selection of specific library files.
9. Play - Opens default media player and plays selected file.



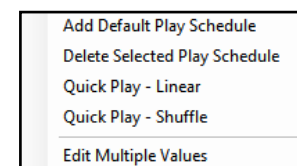
Playlist (Right Click):

1. Shuffle - Selection changes playlist from linear to shuffle play.
2. Rename - Allows manual entry to rename playlist.
3. Add Playlist - Creates a new default playlist.
4. Add Playlist By Genre - Flyout allows creation of playlist by genre.
5. Delete - Deletes currently selected playlist.
6. Find in Library - Finds currently selected file in library.



Schedule (Right Click):

1. Add Default Play Schedule - Adds new default play schedule.
2. Delete Selected Play Schedule - Deletes selected row.
3. Quick Play - Linear - Creates linear play list and schedule.
4. Quick Play - Shuffle - Creates shuffle play list and schedule.
5. Edit Multiple Values - Allows the time and date columns to be selected.



Channel A & Channel B Tab for iLink:

The screenshot shows the i-Connect Studio Management software interface. The main workspace is divided into several sections:

- Playlists:** A list of playlists on the left, with 'New Playlist-1' highlighted by a blue circle 1.
- Library:** A table with columns for Slot, Lock, Filename, Force, Genre, ID, and Full Path. The table contains 22 rows of audio files. A blue circle 2 is over the 'Slot' column header, 3 is over the 'Lock' column, 4 is over the 'Filename' column, 5 is over the 'Force' column, 6 is over the 'Genre' column, 7 is over the 'ID' column, and 8 is over the 'Full Path' column.
- Schedule:** A section at the bottom with fields for Day, Start Date, Daily Start Time, Daily Stop Time, Stop Date, Repeat Count, Interval, and Play Action. Blue circles 9 through 16 are placed over these fields: 9 (Day), 10 (Start Date), 11 (Daily Start Time), 12 (Daily Stop Time), 13 (Stop Date), 14 (Repeat Count), 15 (Interval), and 16 (Play Action).

1. Playlists (Playlists) - Name assigned to play list will associated audio files.
2. Slot (Library) - Slot assigned to audio file.
3. Lock - Locks files so during a Connect-Back or Group it will not change the file.
4. Filename (Library) - Name of file.
5. Force (Library) - When selected the message is always reloaded.
6. Genre (Library) - Genre ID3 tag.
7. ID (Library) - ID assigned to file by iConnect Studio.
8. Full Path (Library) - Path to file on local or mapped drive.
9. Day (Schedule) - Day schedule will be active.
10. Start Date (Schedule) - Start day of schedule.
11. Start Time (Schedule) - Start time of schedule.
12. Stop Day (Schedule) - Stop day of schedule.
13. Stop Time (Schedule) - Stop time of schedule.
14. Repeat Count (Schedule) - Amount of times files in Play Action will play.
15. Interval - Time (in seconds) between each message.
16. Play Action - Set to play BGM feed through, playlist, individual audio file or stream.

Activity Tab:

The screenshot displays the 'i-Connect Studio Management' software interface. The 'Activity' tab is active, showing a table of activity records. The table has five columns: 'Date / Time', 'Host', 'Type', 'Schedule No.', and 'Activity'. The records show various events such as 'Direct Connect Session Initiated', 'Direct Connect Session Terminated', and 'Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58830 LocalPort: 10.1.1.171:3002'. Below the table, there are five numbered callouts (1-5) with arrows pointing to the corresponding columns: 1 points to 'Date / Time', 2 to 'Host', 3 to 'Type', 4 to 'Schedule No.', and 5 to 'Activity'.

Date / Time	Host	Type	Schedule No.	Activity
11/30/2016 11:34:48 AM	NTL-302B	Direct Connect	0	Direct Connect Session Initiated
11/30/2016 11:40:28 AM	NTL-302B	Direct Connect	0	Direct Connect Session Terminated
11/30/2016 12:06:34 PM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:46680 LocalPort: 10.1.1.171:3002
11/30/2016 12:06:35 PM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
11/30/2016 12:49:58 PM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58813 LocalPort: 10.1.1.171:3002
11/30/2016 12:49:59 PM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 8:32:12 AM	NTL-302B	Direct Connect	0	Direct Connect Session Initiated
12/1/2016 8:33:28 AM	NTL-302B	Direct Connect	0	Direct Connect Session Terminated
12/1/2016 8:33:45 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58829 LocalPort: 10.1.1.171:3002
12/1/2016 8:33:47 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 8:44:13 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58830 LocalPort: 10.1.1.171:3002
12/1/2016 8:44:14 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 8:54:40 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58831 LocalPort: 10.1.1.171:3002
12/1/2016 8:54:41 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:05:07 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58832 LocalPort: 10.1.1.171:3002
12/1/2016 9:05:08 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:15:34 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58833 LocalPort: 10.1.1.171:3002
12/1/2016 9:15:36 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:26:05 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58834 LocalPort: 10.1.1.171:3002
12/1/2016 9:26:06 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:36:33 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58835 LocalPort: 10.1.1.171:3002
12/1/2016 9:36:34 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:47:00 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58836 LocalPort: 10.1.1.171:3002
12/1/2016 9:47:01 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 9:57:27 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58837 LocalPort: 10.1.1.171:3002
12/1/2016 9:57:28 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 10:07:54 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58838 LocalPort: 10.1.1.171:3002
12/1/2016 10:07:55 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 10:18:21 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58839 LocalPort: 10.1.1.171:3002
12/1/2016 10:18:23 AM	NTL-302B	Connect-Back	0	No Schedule Changes Made - Synchronized Unit Status
12/1/2016 10:28:49 AM	NTL-302B	Incoming Connection	0	Incoming Connection from IP Address: 10.1.1.202 RemotePort: 10.1.1.202:58840 LocalPort: 10.1.1.171:3002

1. Date/Time - Displays date and time of activity.
2. Host - Displays server or clients host ID for activity.
3. Type - Displays type of change.
4. Schedule No. - Displays the schedule number associated with the Load or Connect-Back.
5. Activity - Displays detailed summary of activity.

Schedule Tab:

Schedule No: 61960 (1)

Run Date: Friday, January 20, 2017 (2)

Run Time: 8:51:00 AM (3)

Status: Completed (4)

Attempts: 1 (5)

Schedule and Save (6)

Created By: NTL-302B (7)

Created On: 1/20/2017 8:51:00 AM

Extra Info:

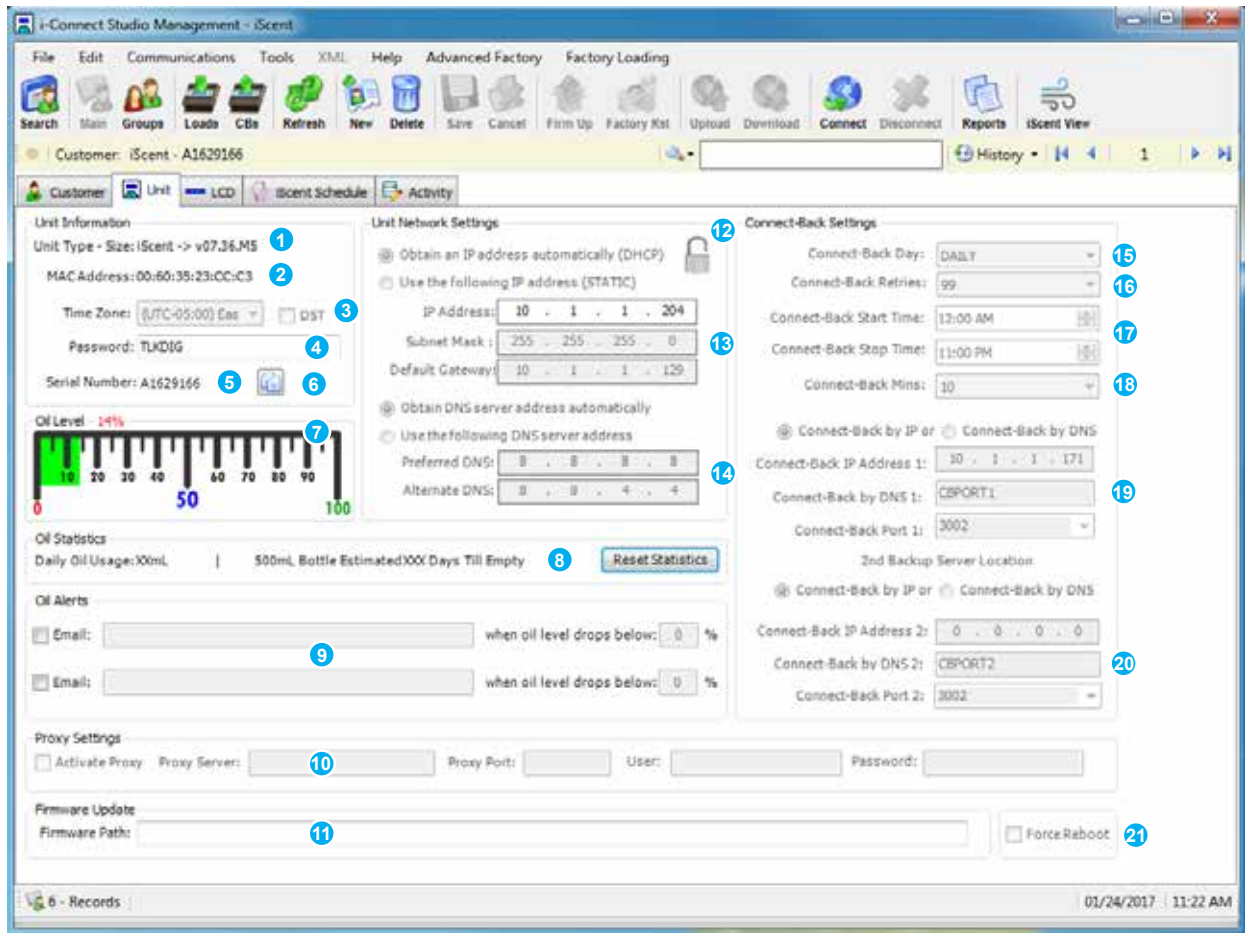
2 - Records | 01/23/2017 04:41 PM

1. Schedule No. - Displays Connect-Back schedule number.
2. Run Date - Connect-Back schedule run date.
3. Run Time - Connect-Back schedule run time.
4. Status - Status of Connect-Back schedule.
5. Attempts - Displays amount of times unit was contacted.
6. Schedule and Save - Click to save current schedule.
7. Created By - Record creation server name, date and time.

Dealer Note :

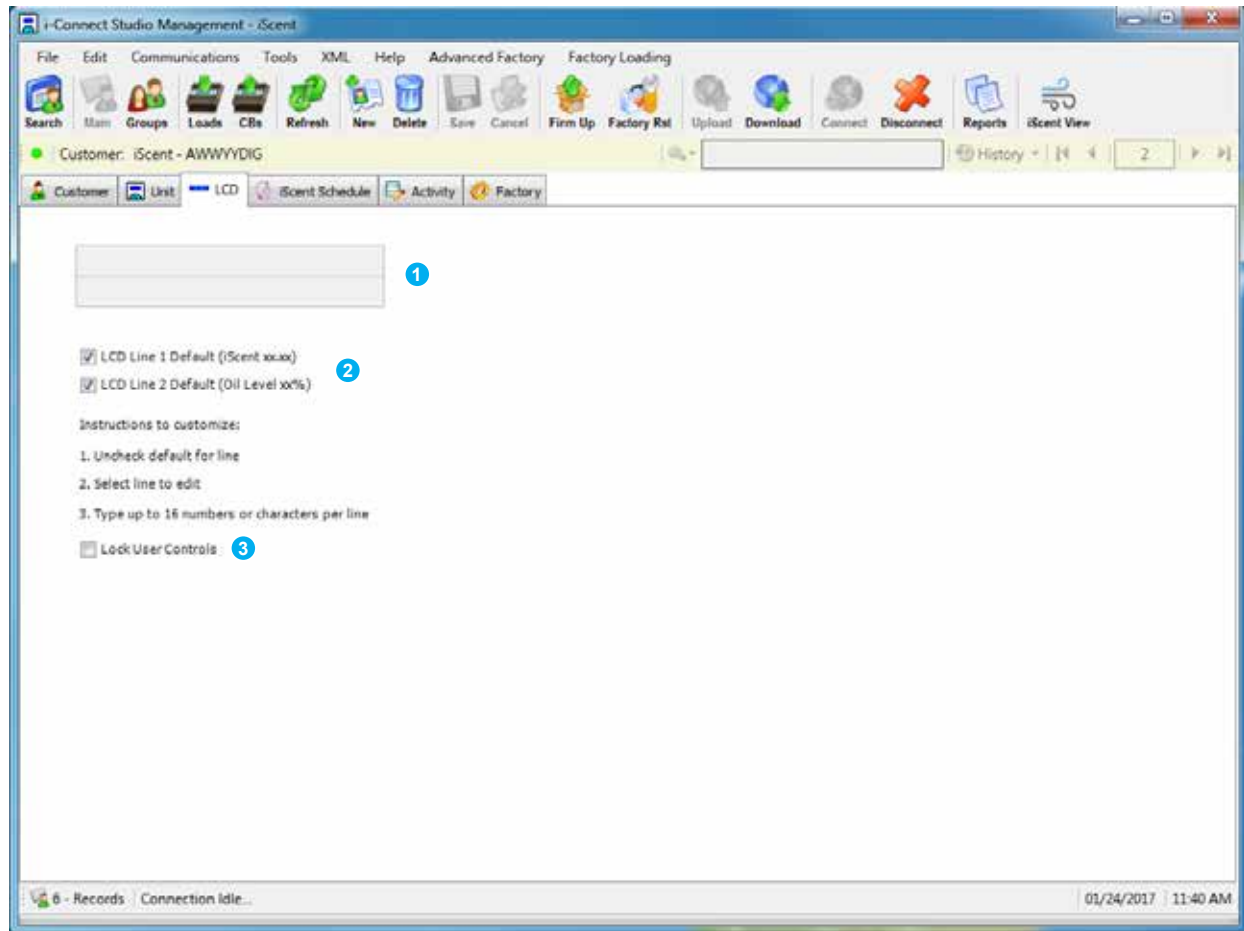
This screen is viewable only during "Load" and "Connect-Back" creation.

iScent Series Unit Tab:



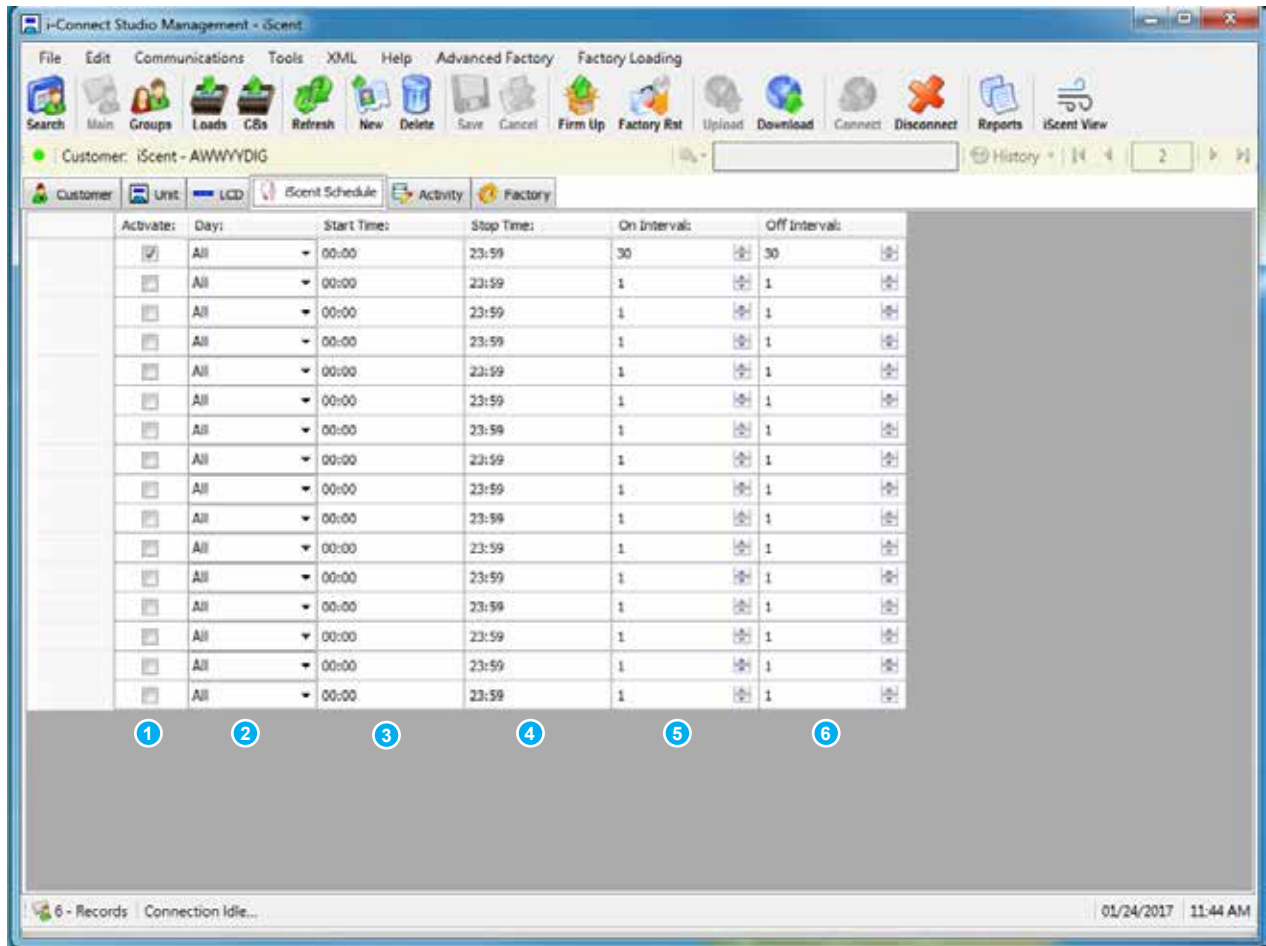
1. Unit Type - Display type of unit, firmware and memory size.
2. MAC Address - Displays MAC address.
3. Time Zone - Displays current time zone and Daylight Savings status.
4. Password - Displays current password.
5. Serial Number - Displays current unit serial number and allows copy of current record serial number.
6. Serial Number Search - Allows search of database by serial number.
7. Oil Level - Displays current oil level of unit..
8. Oil Statistics - Displays current oil usage rate and estimated bottle yield.
9. Email Alert - Set email alerts for specific oil levels.
10. Proxy Server - Proxy server options. Only available on iLink LCD.
11. Firmware - Displays current path to firmware update.
12. Lock Network Settings - Locks unit record STATIC/DHCP settings so change is not sent to unit.
13. Unit IP - Sets units mode to Static or DHCP assigned IP address, subnet & gateway.
14. Unit DNS - Set unit DNS address.
15. Connect-Back Day - Sets day(s) to Connect-Back.
16. Connect-Back Retries - Number of Connect-Back attempts in case of communication failure.
17. Connect-Back Start/Stop Time - Start/Stop time of Connect-Back.
18. Connect-Back Mins - Frequency of Connect-Backs during valid Connect-Back start and stop time.
- 19 - 20. Connect-Back IP Address 1 & 2 - Displays current Connect-Back IP address or DNS name* and Port. *
21. Force Reboot - When checked it will force the unit to reboot during a Direct Connect or Connect-Back.

iScent Series LCD Tab:



1. LCD Display - Shows customized alphanumeric for LCD.
2. LCD Line 1 & 2 - Allows (Default) LCD text to be turned ON and OFF.
3. Lock User Controls - When checked this will disable changes from the LCD.

iScent Series Schedule Tab:

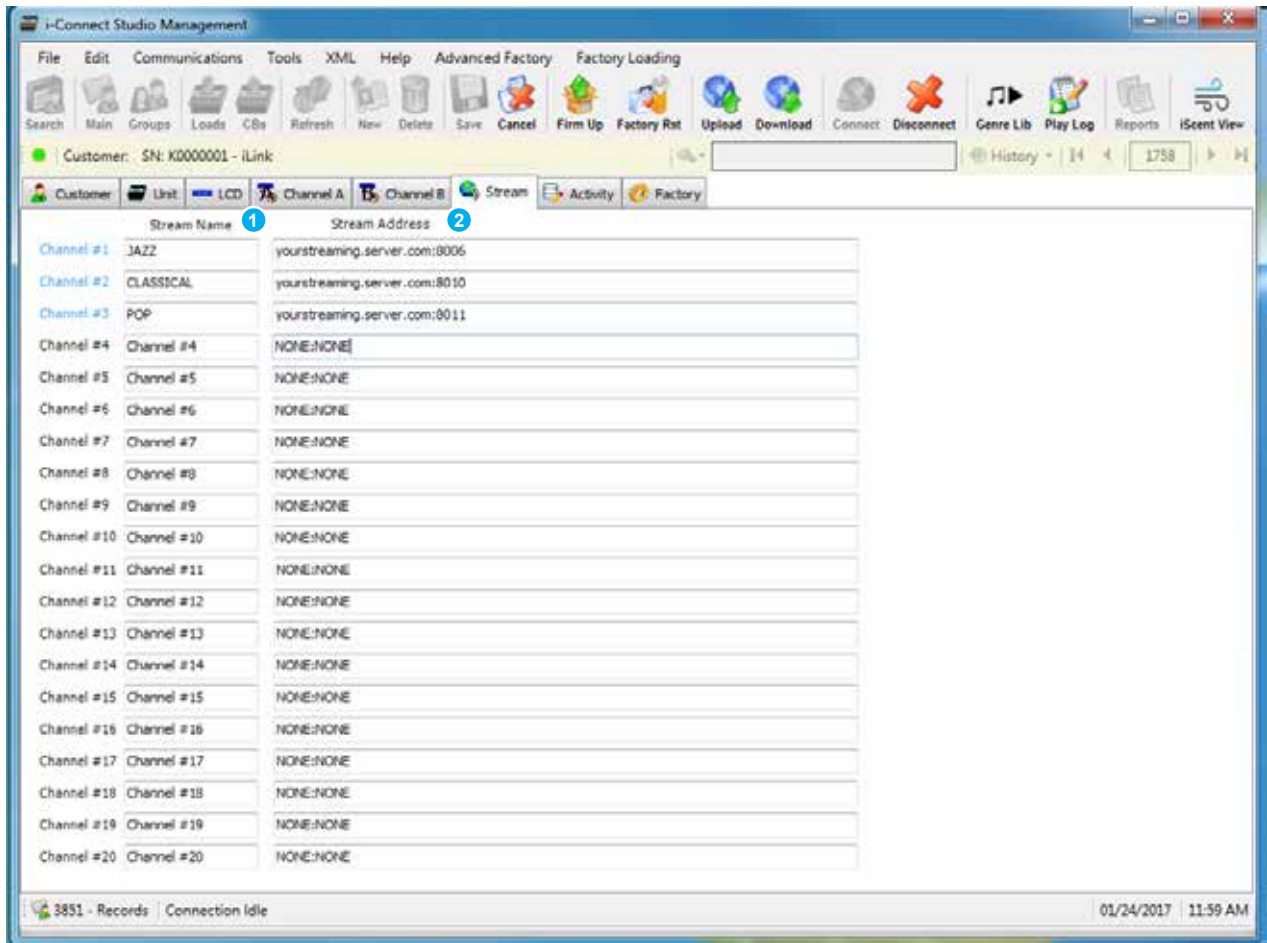


1. Activate - Checking turns on schedule.
2. Day (Schedule) - Day schedule will be active.
3. Start Time (Schedule) - Start time of schedule.
4. Stop Time (Schedule) - Stop time of schedule.
5. On Interval - On time (in seconds) of oil misting.
6. Off Interval - Off time (in seconds) of NOT oil misting.

Dealer Note :

Multiple schedules can be active at once.
Be careful not to overlap schedules since this might produce undesired results.

Streaming Tab:

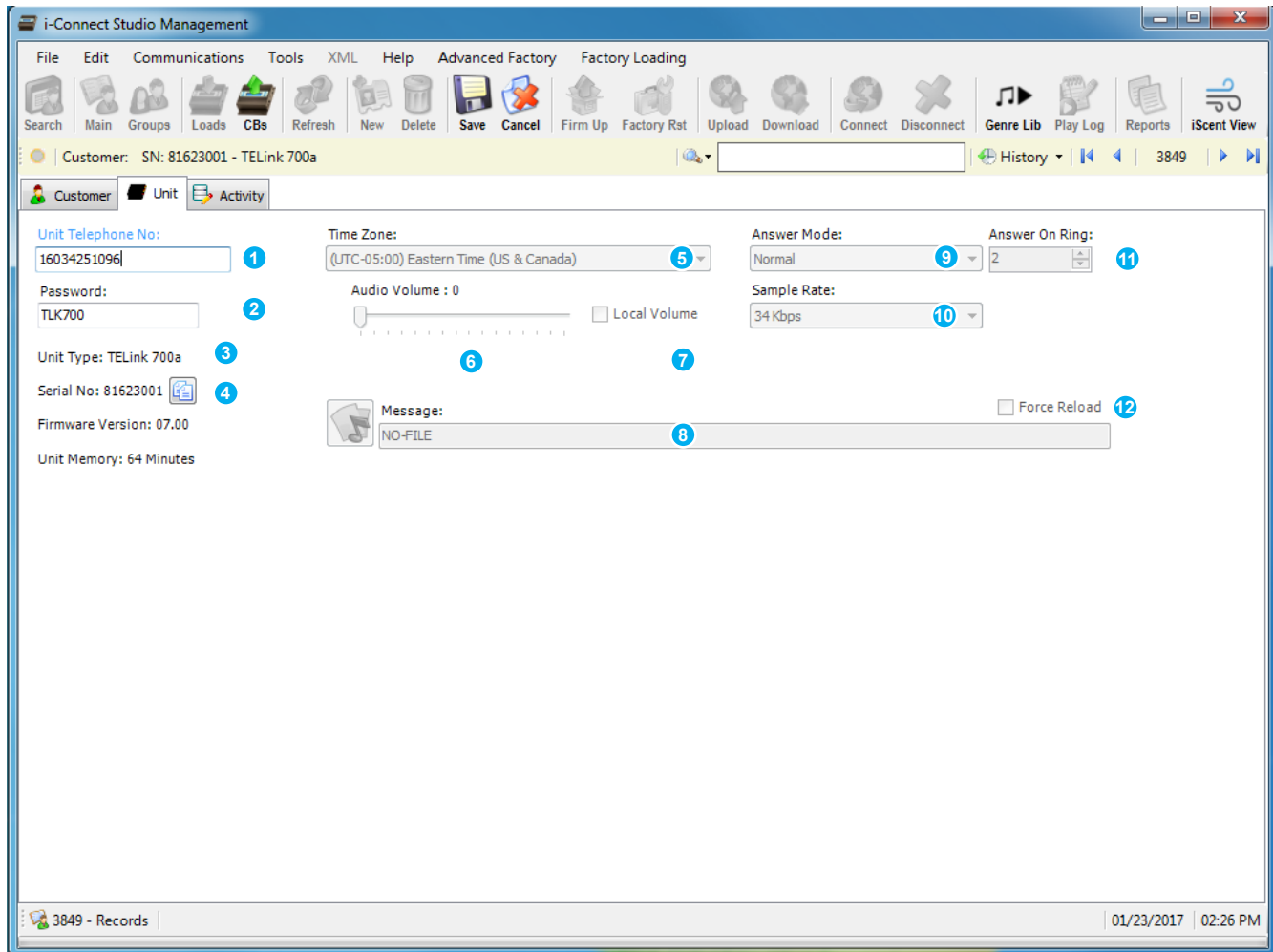


1. Stream Name - Stream name that will show up on the units LCD display.
2. Stream Address - Stream address unit will connect to when Stream Name is selected on unit.

Dealer Note :

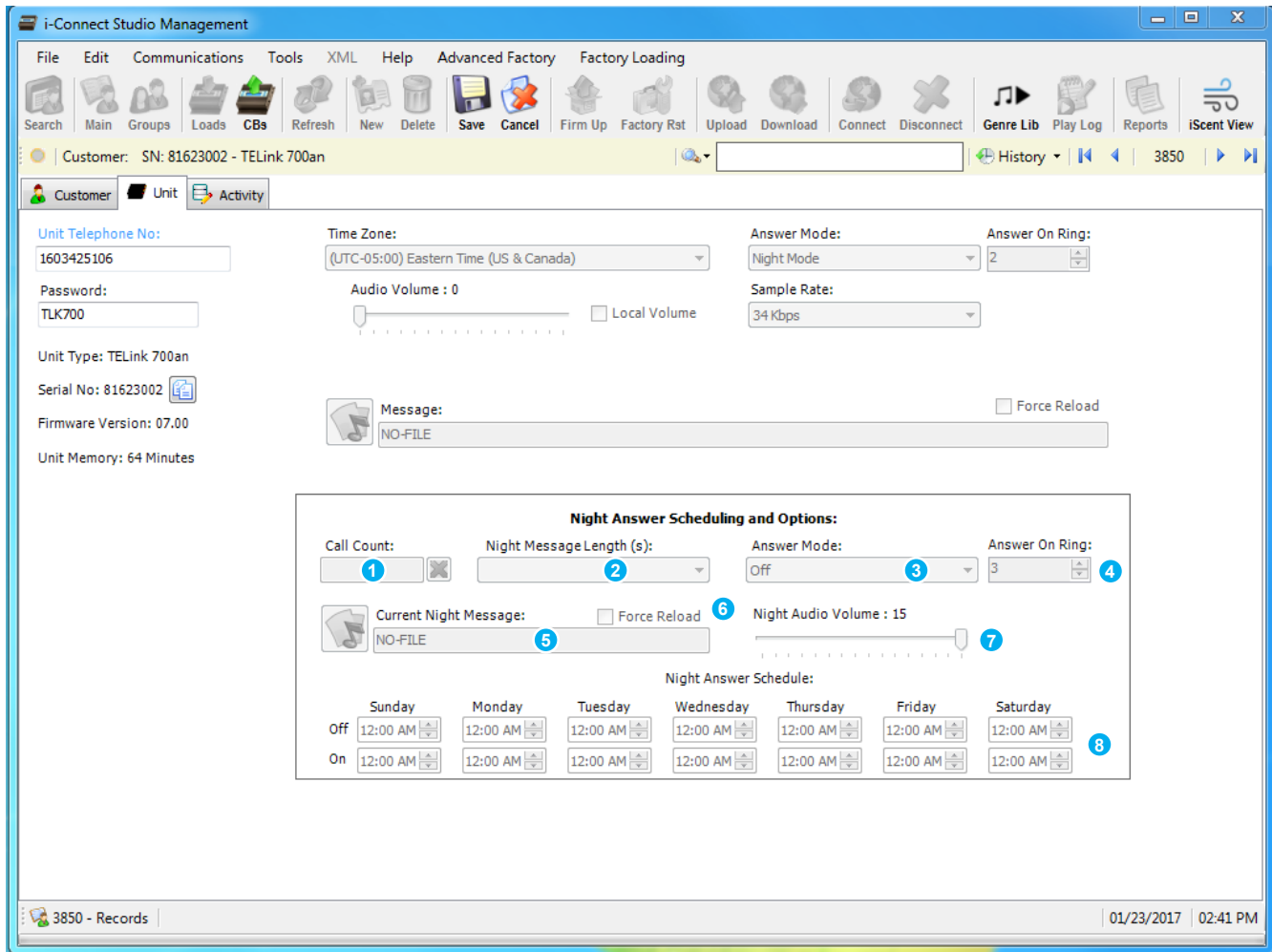
Stream Name on unit will only be displayed if a stream is a scheduled Play Action.

Unit Tab for TELink 700a:



1. Unit Telephone No - Telephone number TELink is plugged into.
2. Password - Password used to access TELink. Default is "TLK700".
3. Unit Information - This is general unit information such as Serial Number, Firmware, Memory, etc.
4. Serial Number Search - Allows search of database by serial number.
5. Time Zone - Unit time zone (Used primarily when using the Night Scheduling).
6. Audio Volume - Sets volume on TELink remotely.
7. Local Volume Enable - Option should only be used when control of volume is allowed by end-user.
8. Select Audio File - Quick pick icon used to select MOH message. MP3 or WAV files can be used.
9. Answer Mode - Used to set answer mode.
 - Normal* - Used when connected to a standard phone line.
 - Fax Share* - Used when TELink is hooked in series with fax machine. When in this mode it is critical that the TELink "Answer on Ring" setting is set for at least two more rings than the fax.
 - Night* - Used when a secondary Night Message will be used. This option opens an additional window of settings.
10. Sample Rate - Allows quality of audio to be adjusted to allow more or less time.
11. Answer On Ring - Amount of rings unit will answer on to communicate with iConnect Studio.
12. Force Reload - When selected the message is always reloaded.

Unit Tab for TELink 700an (Night Answer Options) :



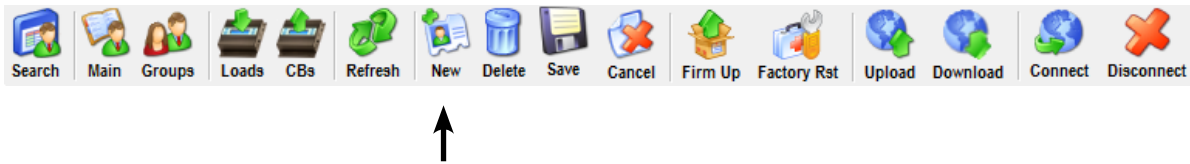
1. Night Answer Call Count - The feature counts how many calls have come in and been answered by the Night Answer feature. This feature may not be available on all versions of TELink.
2. Night Message Length - This sets the overall available Night Answer Message memory. The size set here will subtract from the overall memory available on the TELink. For example, if the TELink has 16 minutes of memory and this is set to 60 seconds then the available memory for the MOH message is 15 minutes.
3. Night Answer Mode - Sets the state of the Night Answer Mode.
 - On* - In this mode the TELink will always answer and play the Night Answer Message.
 - Off* - In this mode Night Answer is turned off and will not play the Night Answer Message.
 - Scheduled* - In this mode Night Answer will follow the Night Answer Schedule of when it will answer and play the Night Answer Message.
4. Night Answer On Ring - Sets how many rings the TELink needs to receive before it picks up and plays the Night Answer Message.
5. Select Audio File - Quick pick icon used to select MOH message. MP3 or WAV files can be used.
6. Force Reload - When selected the message is always reloaded.
7. Night Audio Volume - Set volume for Night Answer Message.
8. Night Answer Schedule - Used to select when Night Answer turns On and Off. This is used in "Scheduled Mode" only.

Night Answer Option Note:

DST auto adjustment on TELink was removed in 2007 due to change in Daylight Savings Time. TELink must manually be updated on the 2nd Sunday in March and 1st Sunday in November.

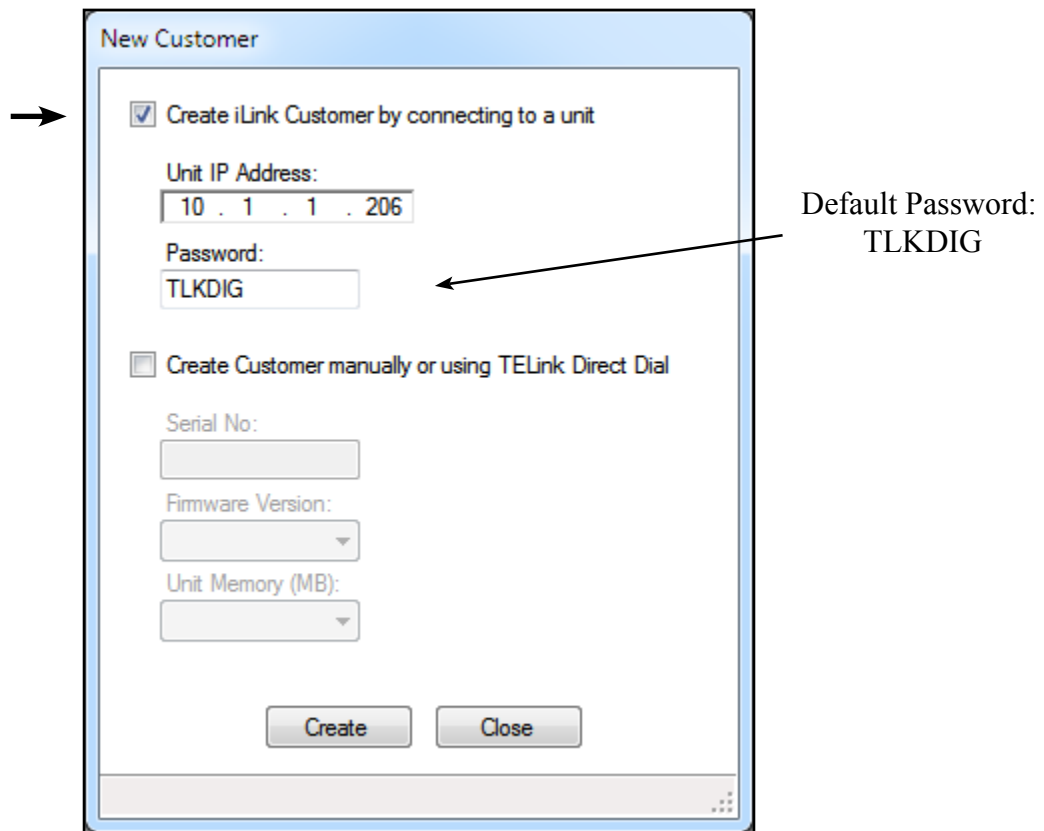
Adding iLink Customer to Database (by Connection to unit):

Step 1: Click on “Add New Customer” icon.



Step 2: On the “New Customer” screen select the **FIRST** method of adding customer to the database.

- Automatic - If the unit's IP address and password is known then choose this method.
- Manual - If the unit's serial number, firmware version and memory size are known then this method can be used (see next page).

A screenshot of a 'New Customer' dialog box. The dialog has a title bar 'New Customer'. It contains two radio button options. The first option, 'Create iLink Customer by connecting to a unit', is selected. Below it are two text input fields: 'Unit IP Address' with the value '10 . 1 . 1 . 206' and 'Password' with the value 'TLKDIG'. The second option, 'Create Customer manually or using TELink Direct Dial', is unselected. Below it are three input fields: 'Serial No:' (empty), 'Firmware Version:' (dropdown menu), and 'Unit Memory (MB):' (dropdown menu). At the bottom are 'Create' and 'Close' buttons. An arrow points from the 'New' icon in the toolbar above to the dialog box. Another arrow points from the text 'Default Password: TLKDIG' to the password field.

Step 3: Click “Create” once information is entered.

Step 4: The “Status Bar” at the bottom of the screen will display if the addition was successful or not.

Step 5: When finished adding units to the database click the "Close" button.

Dealer Note :

If a unit has not been added to the database AND tries to make a connection (Connect-Back), then a record will be created automatically with blank customer information.

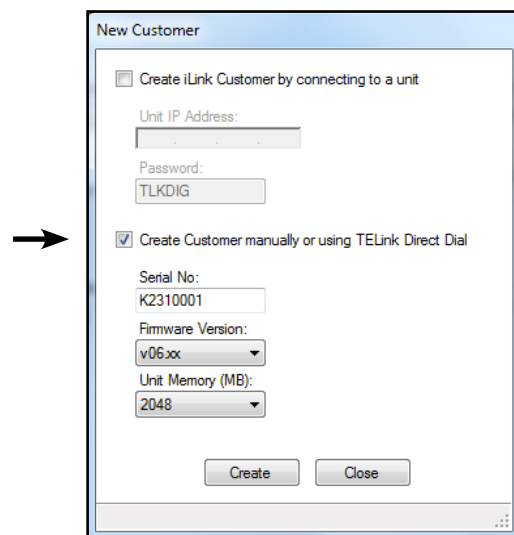
Adding iLink Customer to Database (by Manual entry):

Step 1: Click on “Add New Customer” icon.



Step 2: On the “New Customer” screen select the **SECOND** method of adding customer to the database.

- a. Automatic - If the unit's IP address and password is known (see previous page).
- b. Manual - If the unit's serial number, firmware version and memory size are known then this method can be used. This method is helpful for large rollouts since the information can be entered in before installation.



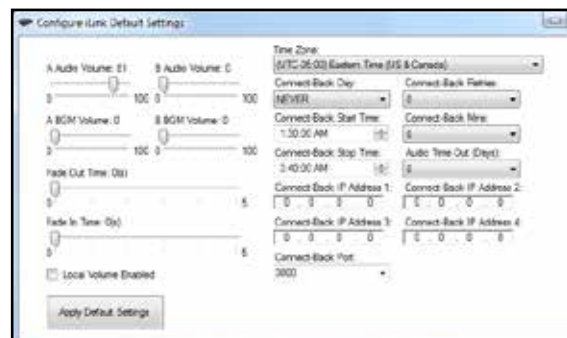
Step 3: Click “Create” once information is entered.

Step 4: The “Status Bar” at the bottom of the screen will display if the addition was successful or not.

Step 5: When finished adding units to the database click the "Close" button.

Dealer Note :

When creating customers with this method a default record can be set allowing basic settings.

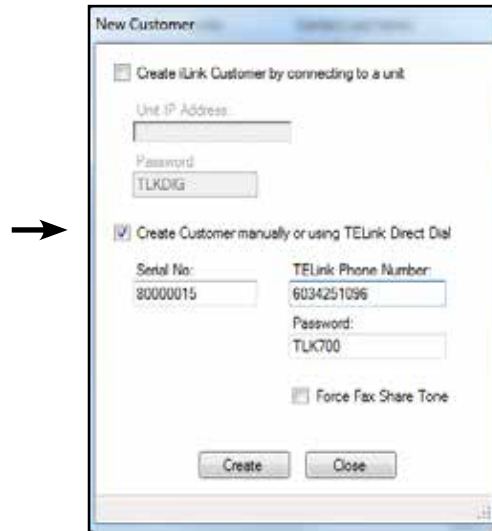


Adding TELink 700an Customer to Database (by Dial to unit):

Step 1: Click on “Add New Customer” icon.



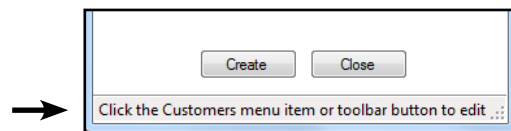
Step 2: On the “New Customer” screen select the "TELink Direct Dial" and enter Serial & Phone Number.



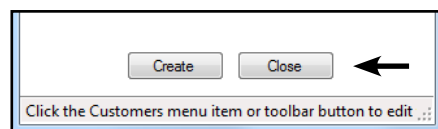
Step 3: Select "Yes" on the dial confirmation screen.



Step 4: The “Status Bar” at the bottom of the screen will display if the addition was successful or not.



Step 5: When finished adding units to the database click the "Close" button.

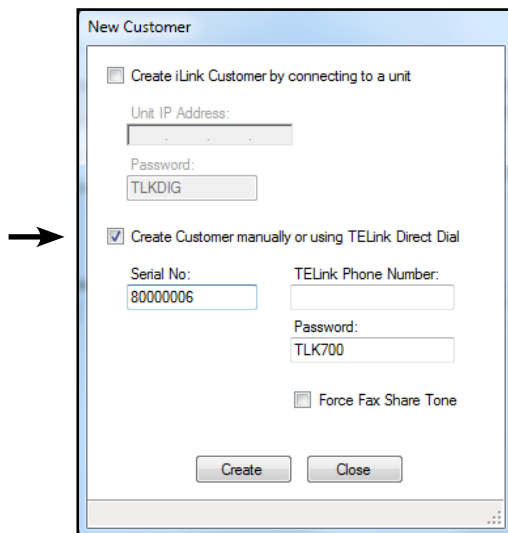


Adding TELink 700an Customer to Database (by Manual entry):

Step 1: Click on “Add New Customer” icon.



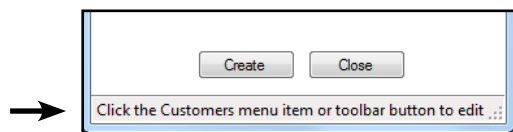
Step 2: On the “New Customer” screen select the "Create Customer Manually" and enter Serial Number only.



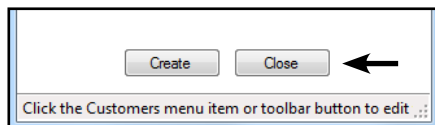
Step 3: Select "No" on the phone number entry pop-up, then select "Yes" on the manually add pop-up.



Step 4: The “Status Bar” at the bottom of the screen will display if the addition was successful or not.

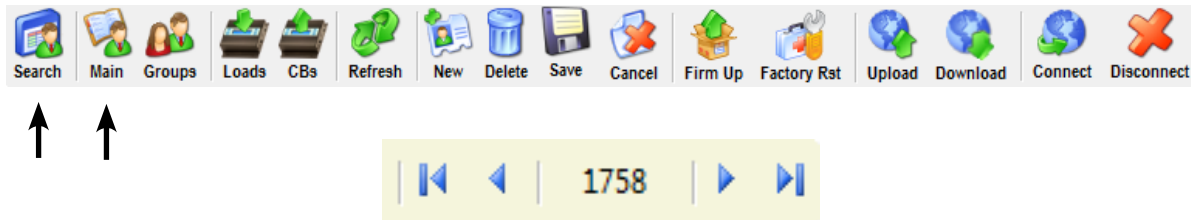


Step 5: When finished adding units to the database click the "Close" button.



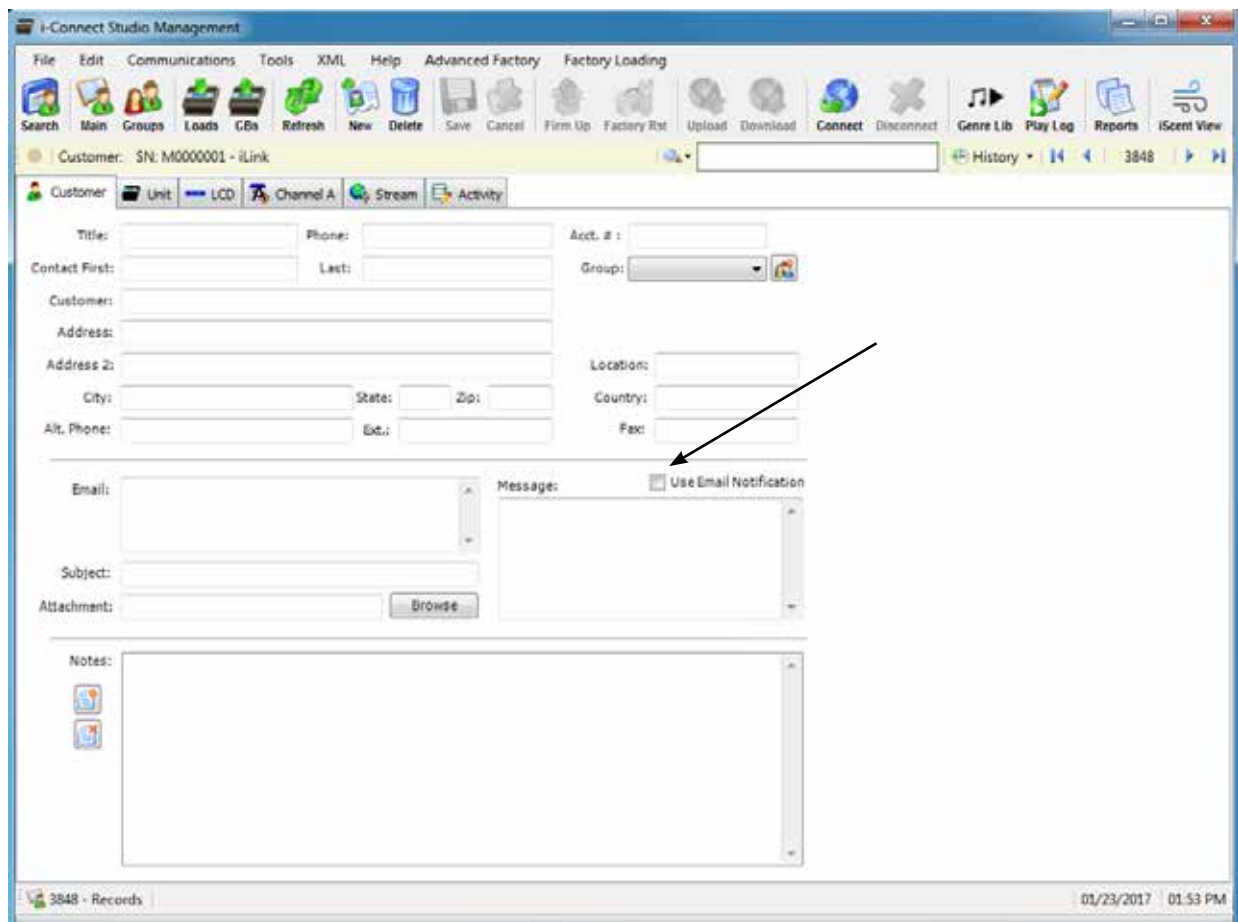
Editing Customer Record:

Step 1: Find customer to edit by selecting the “Main” icon and use the database navigator buttons or use the “Search” icon and scroll and select the customer.

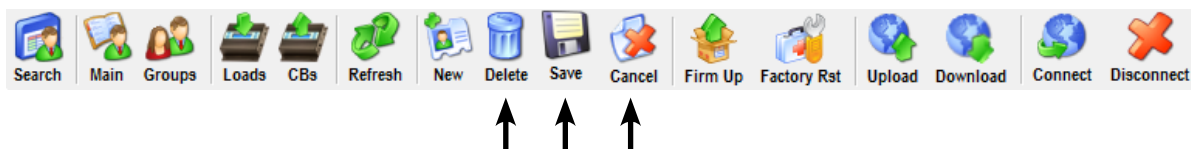


Step 2: In “Customer” tab view enter in the customer's information.

Step 3: Customers can be notified on a successful load by checking the “Use E-mail Notification” box and entering in the appropriate information. This feature must be configured before initial use (See “Email Notification Configuration” section).



Step 4: Click the “Save” icon and any fields that are highlighted in blue will be saved to the database (the “Cancel” icon will disregard changes and the “Trash” will delete the record from the database).



Connecting to Unit:

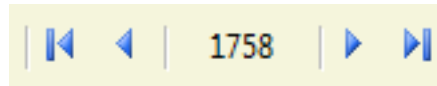
Dealer Note :

Unit changes can only be performed during a Direct Connect, Load or Connect-Back⁶ process.

Step 1: Find customer buy selecting the “Customer Tab View” icon and use the database navigator buttons or use the "Customer List View" icon and scroll and select the customer.



↑
Tab
View

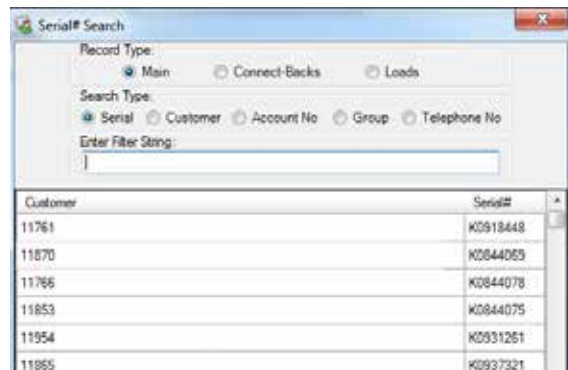


Database Navigator

OR



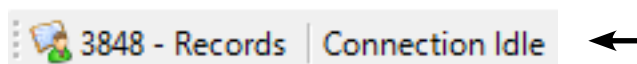
↑
Search
View



Step 2: Click the “Connect” icon if performing changes through a Direct Connect session.

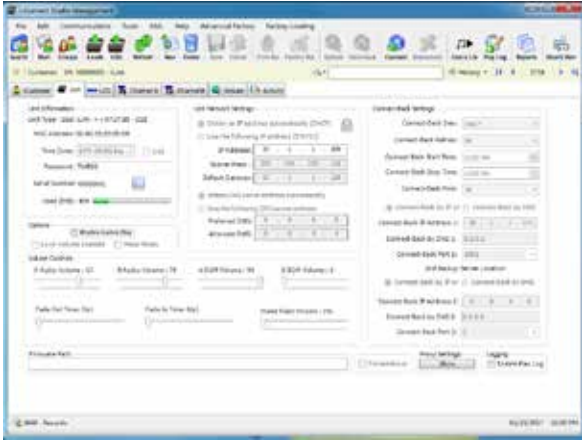


Step 3: The “Status Bar” at the bottom of the application will display connection status.

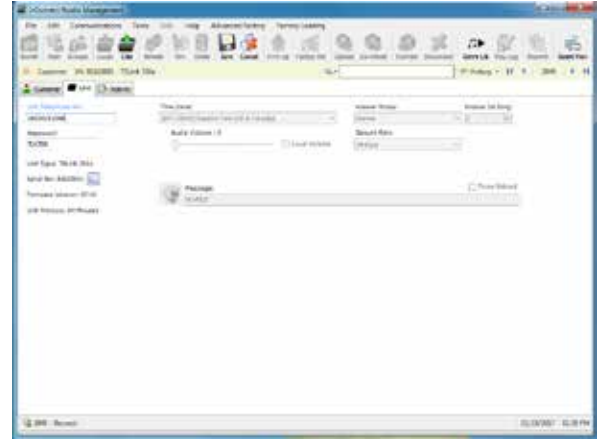


⁶ Connect-Back feature is available on iLink units only.

Step 4: When "Status" is idle then adjust the available unit settings from the "Unit" tab.

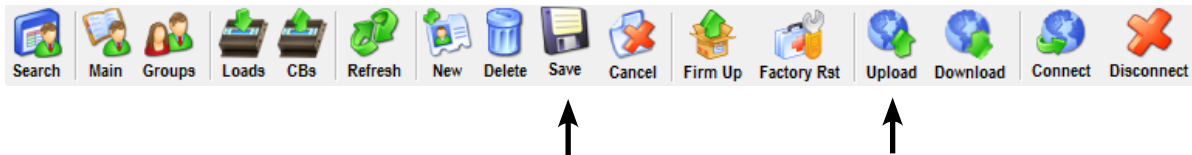


iLink Unit Tab Screen



TELink 700an Unit Tab Screen

Step 5: Once the changes have been made click the "Upload" icon to send the changes to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



Step 6: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the "Status Bar".



Dealer Note :

A PICA Product Development TCA (vB.5 or higher) is required to dial into TELink 700an units. Please see "TCA Modem Install (Required for TELink 700an)" section.

Loading Audio to iLink Unit:

Dealer Note :

Loading Audio can only be performed during a Direct Connect, Load or Connect-Back process.

A maximum of (1000) one-thousand files can be stored on a unit (memory permitting).

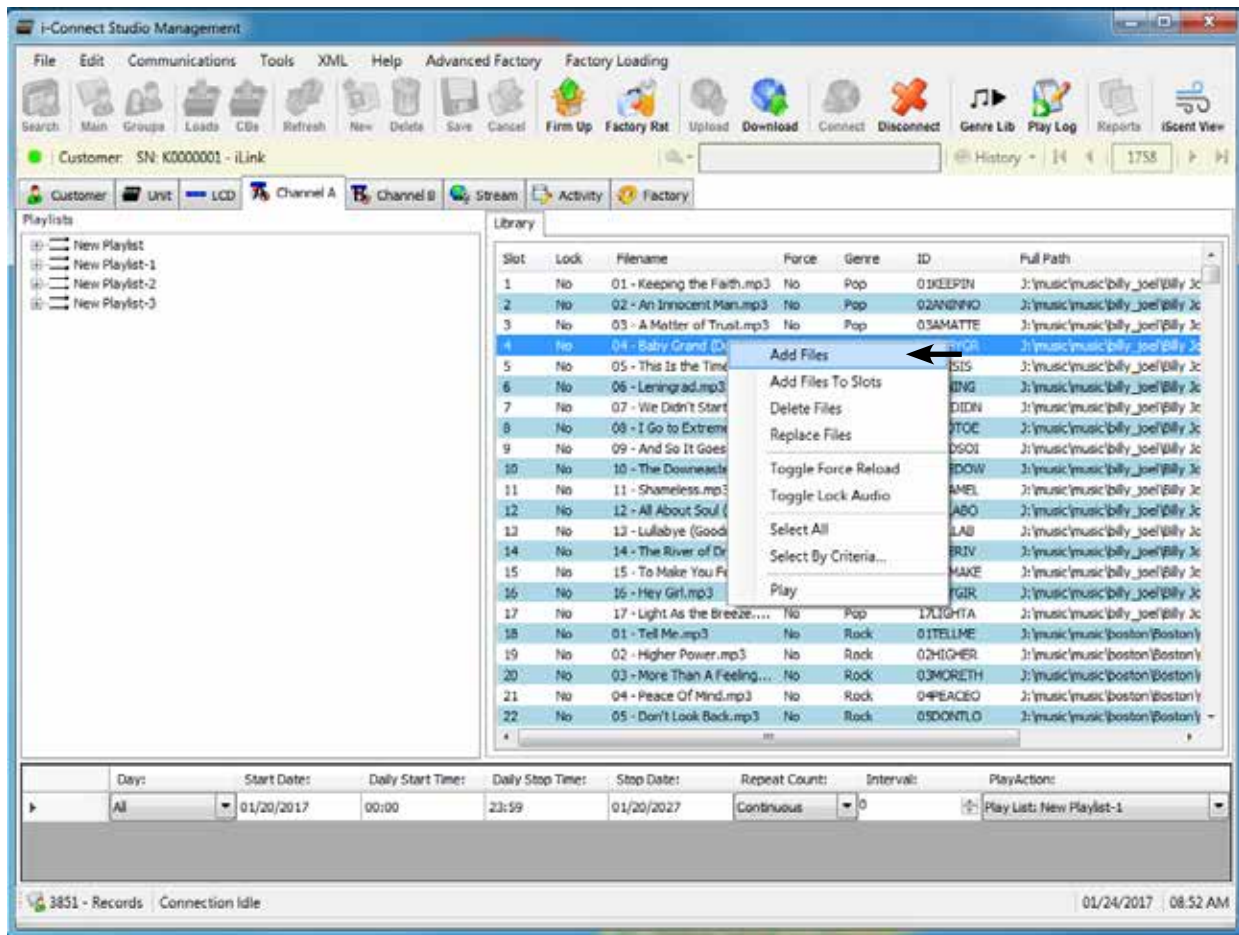
Audio File Naming : Files can be named using any numbers or characters except the following:

/ \ : * ? " < > | ,

Step 1: Click on the "Channel A" or "Channel B" tab.

Step 2: Right mouse click in the Library area and select "Add Files".

Step 3: Select the file(s) from the file browser.



Step 4: Once the changes have been made click the "Upload" icon to send the changes to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



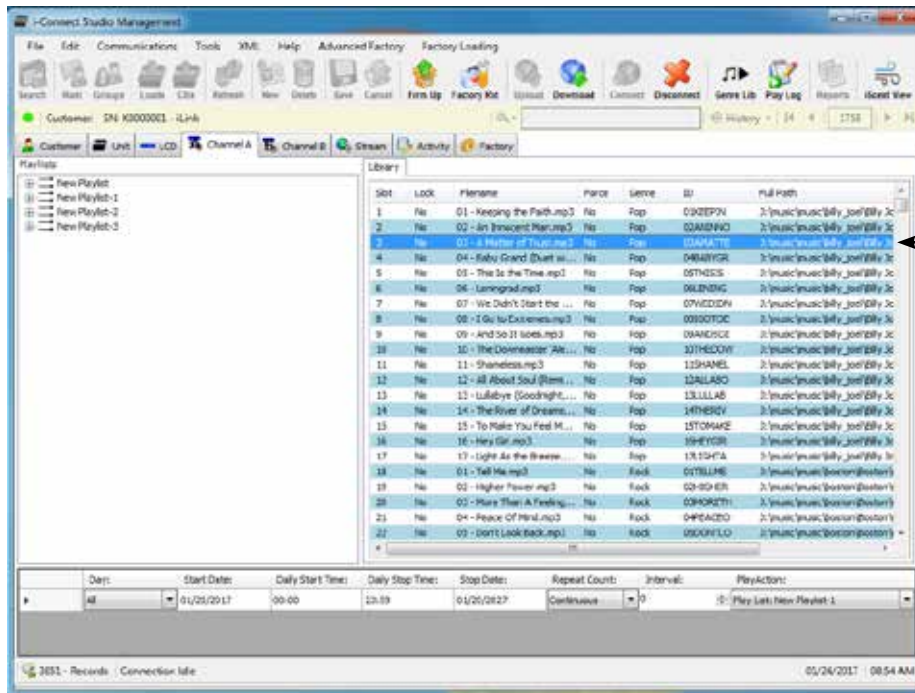
Step 5: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the "Status Bar".



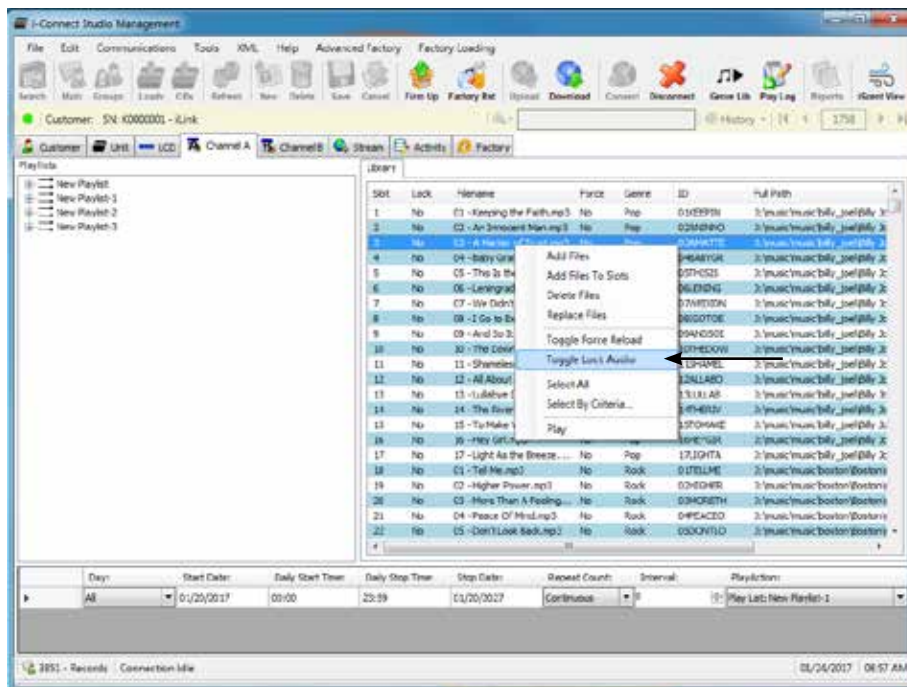
Setting "No Change" Option on iLink Audio:

The "no change" option is used to lock the current audio file so that any changes made by a Connect-Back, Load or Group are ignored. This feature would mainly be used when multiple units are part of a group and specific files would want to be maintained while all the others would be changed. For example : A chain of stores might have specific messages regarding location or hours while other messages may be more generic. The "no change" option would be applied to the location specific messages, then when a group connect-back or load is created the "no change" messages would be retained while all the others would be changed.

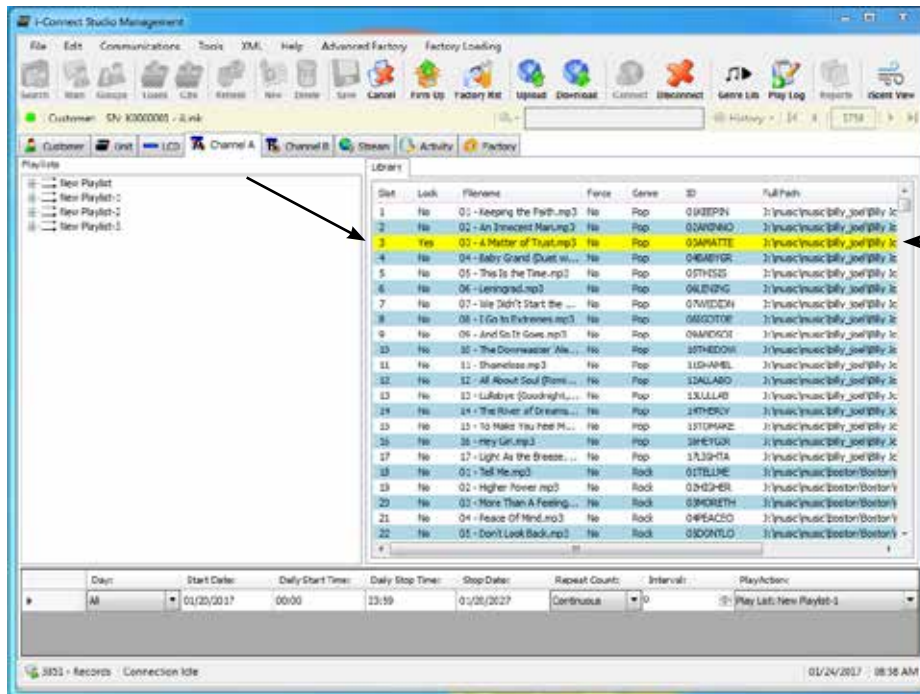
Step 1: On the Channel A or Channel B tab highlight the library file to be locked.



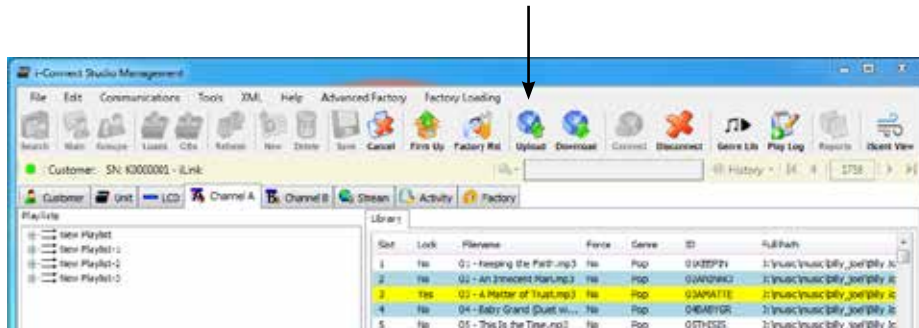
Step 2: Right mouse click and select "Toggle Lock Audio" from the pop-up menu.



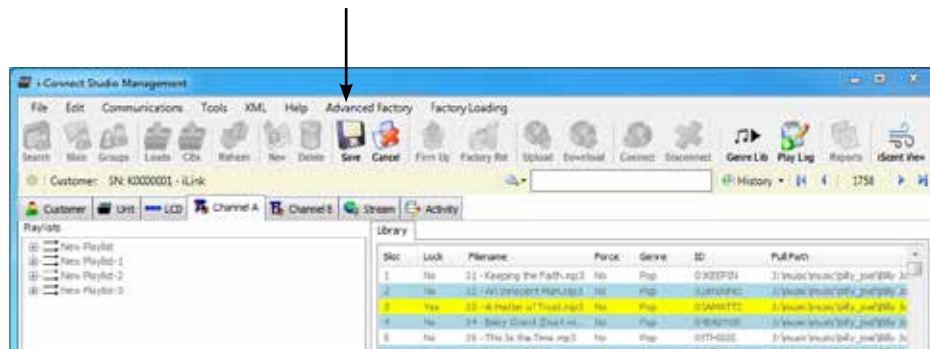
Step 3: Library file will now be highlighted in yellow and "Lock" column will change from "No" to "Yes".



Step 4a: If changes were made to the record while in a Direct Connect then Upload changes.



Step 4b: If changes were made to the record while in Customer View, Connect-Back or Load then Save changes.



Deleting Audio from iLink Unit:

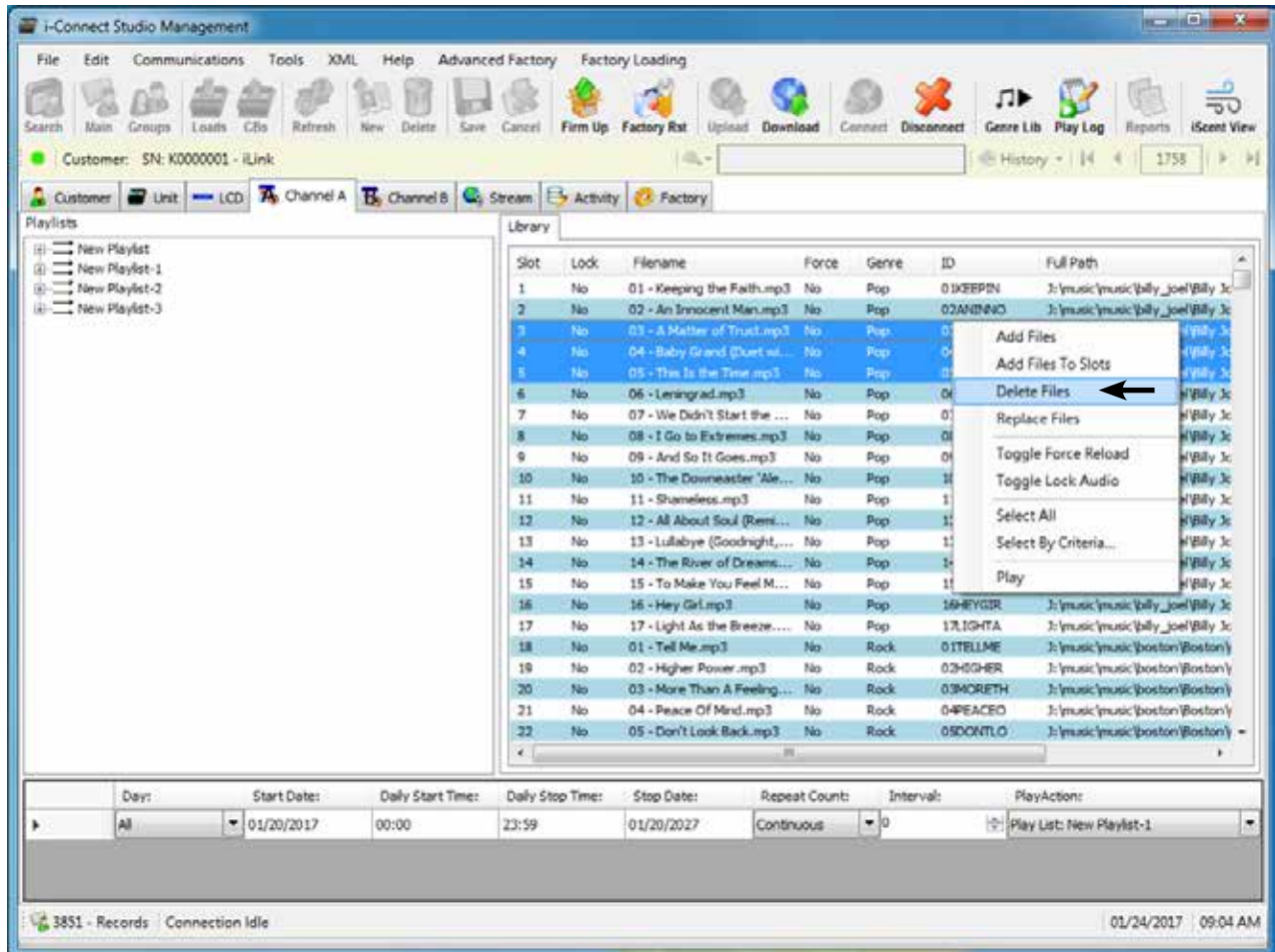
Dealer Note :

Deleting Audio can only be performed during a Direct Connect, Load or Connect-Back process.

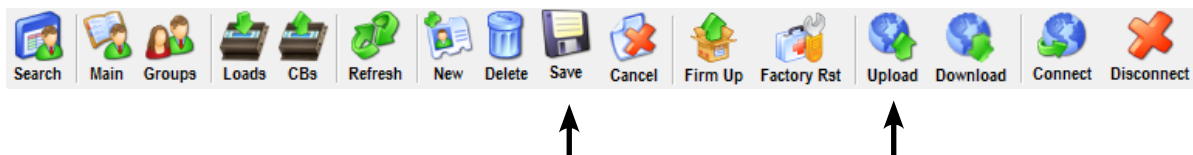
Step 1: Click on the “Channel A” or "Channel B" tab.

Step 2: Select file(s) to be deleted from Library area.

Step 3: Right mouse click in the Library area and select "Delete Files".



Step 4: Once the changes have been made click the “Upload” icon to send the changes to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



Step 5: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the “Status Bar”.

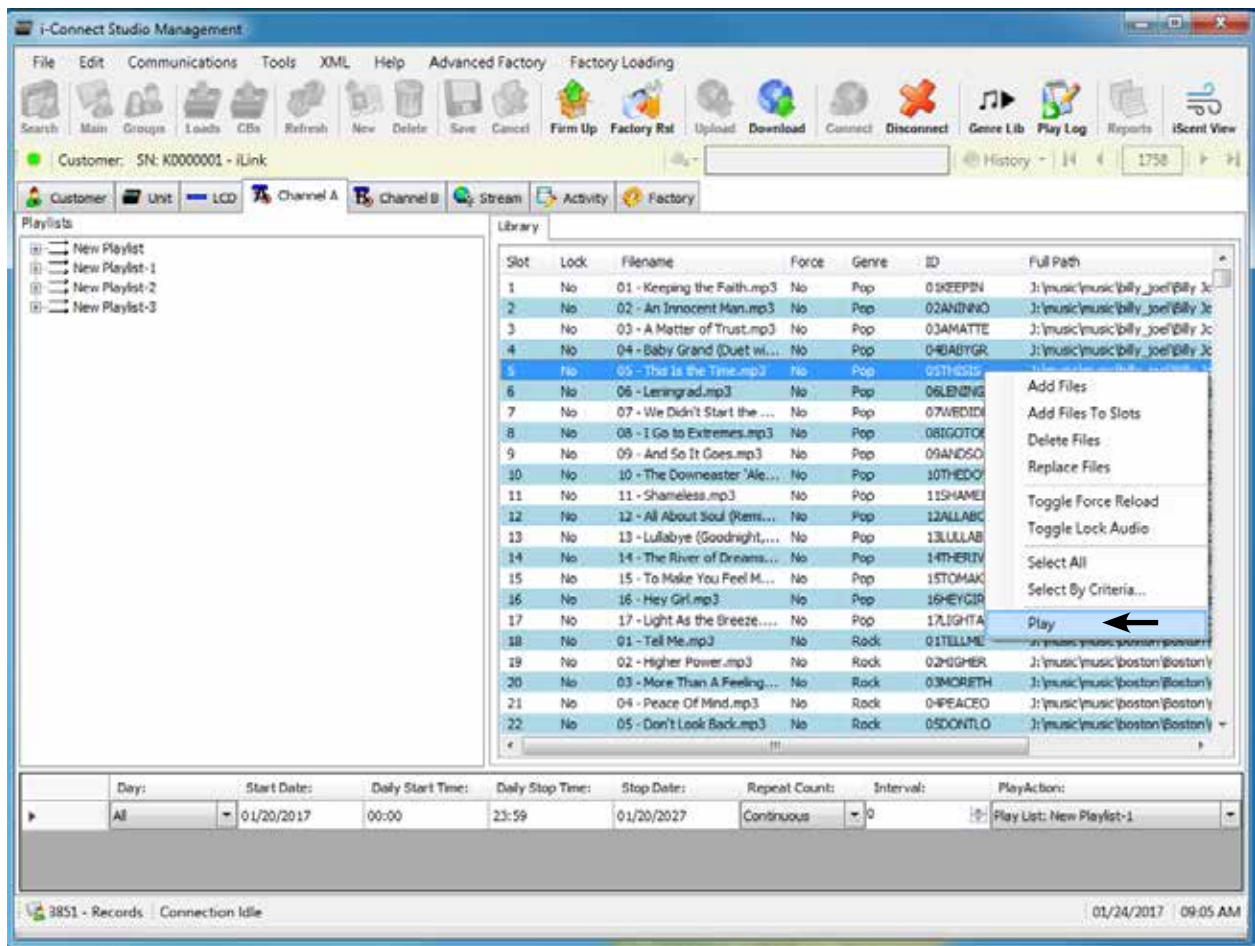


Previewing iLink Audio:

Step 1: Click on the "Channel A" or "Channel B" tab.

Step 2: Select file(s) to be previewed.

Step 3: Right mouse click in the Library area and select "Play".



Step 4: The computers default media player will automatically launch and play the file.



Step 5: Close media player when audio preview is completed.

Creating iLink Playlists:

Dealer Note :

A Play List is made up of audio files that are to be played in either a linear or shuffle grouping.

Play Lists can only be created during a Direct Connect, Load or Connect-Back process.

A maximum of (50) fifty Playlists can be created for each record.

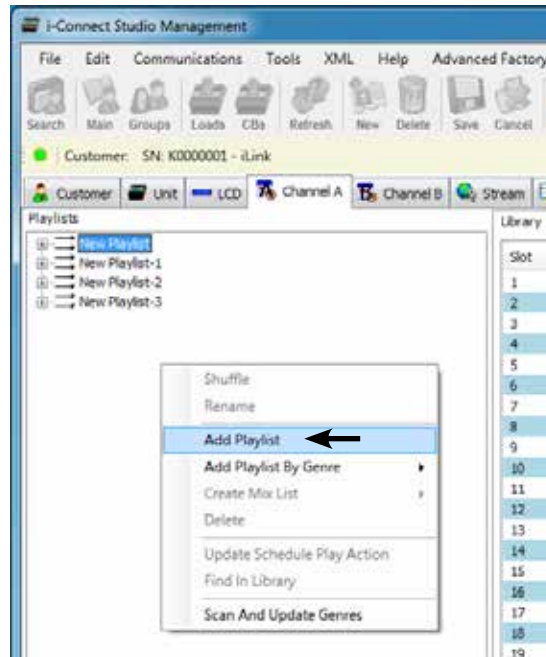
A maximum of (1000) one-thousand files can be contained in each play list.

Dealer Note (Direct Connect Only) :

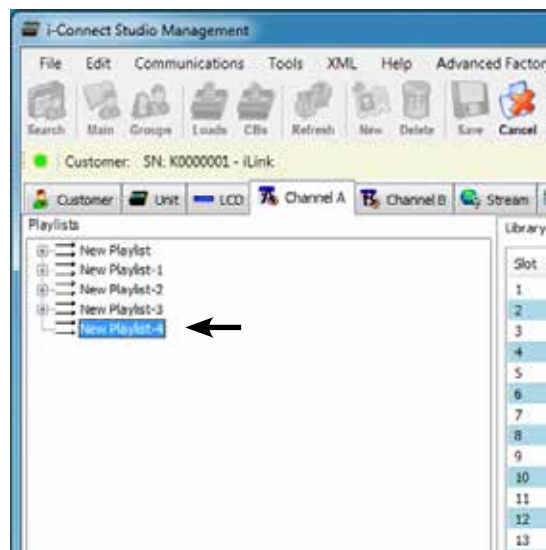
A Playlist must be created and sent to the unit before it will appear on the Play Schedule.

Step 1: Click on the "Channel A" or "Channel B" tab.

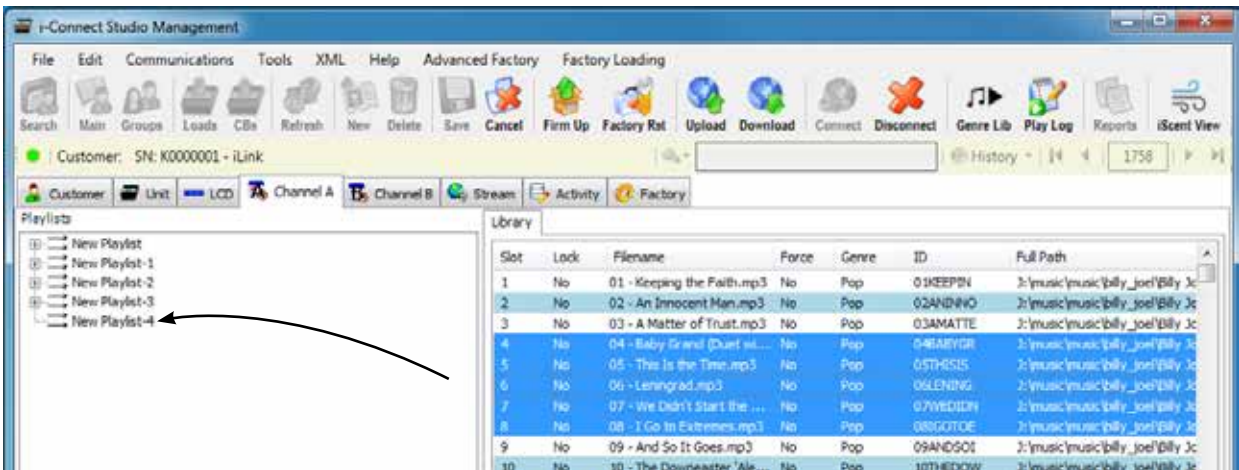
Step 2: Right mouse click in the Playlist area and select "Add Playlist".



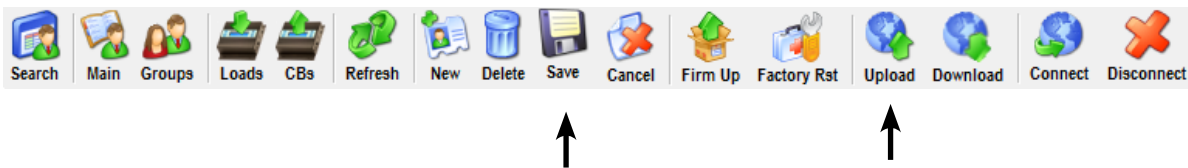
Step 3: An empty default "New Playlist will be created.



Step 4: Select file(s) from the Library area and drag and drop them onto the "New Playlist".



Step 5: Once the changes have been made click the "Upload" icon to send the changes to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



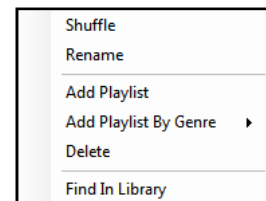
Step 6: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the "Status Bar".



Dealer Note :

Playlist (Right Click):

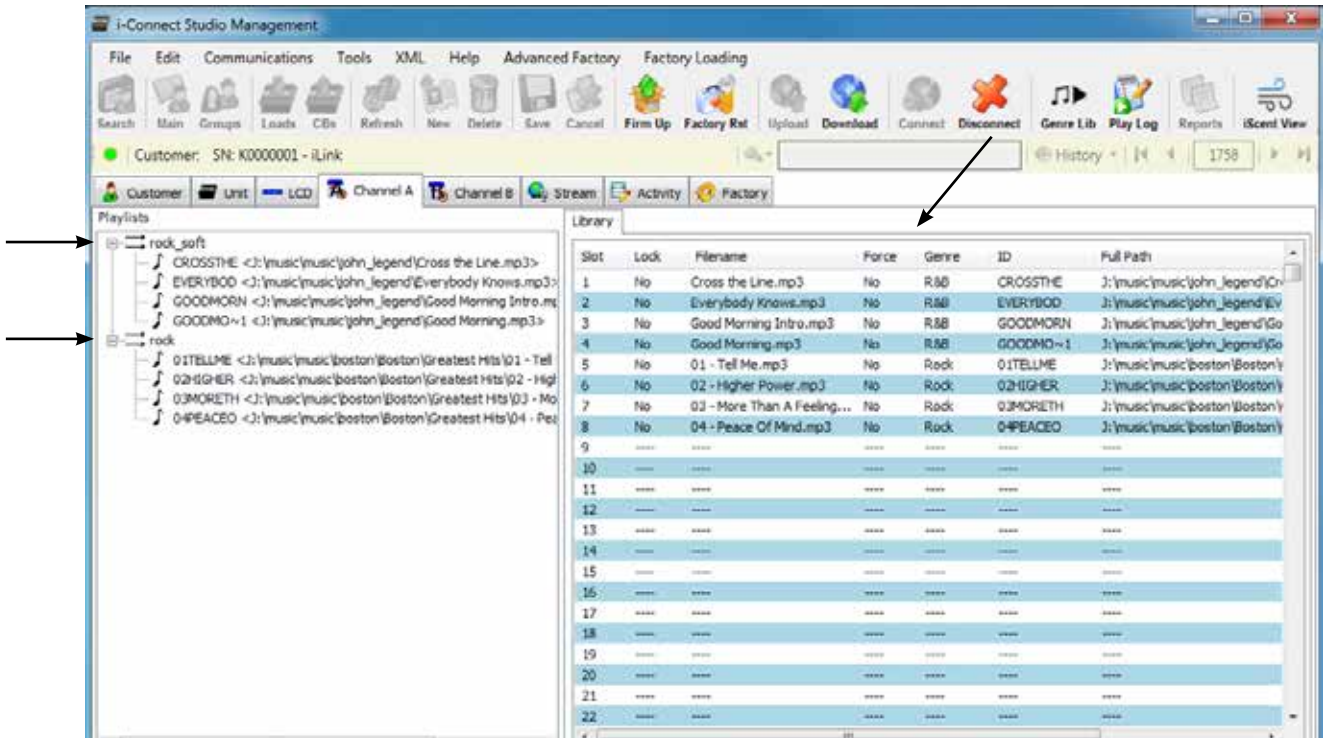
1. Shuffle - Selection changes playlist from linear to shuffle play.
2. Rename - Allows manual entry to rename playlist.
3. Add Playlist - Creates a new default playlist.
4. Add Playlist By Genre - Flyout allows creation of playlist by genre.
5. Delete - Deletes currently selected playlist.
6. Find in Library - Finds currently selected file in library.



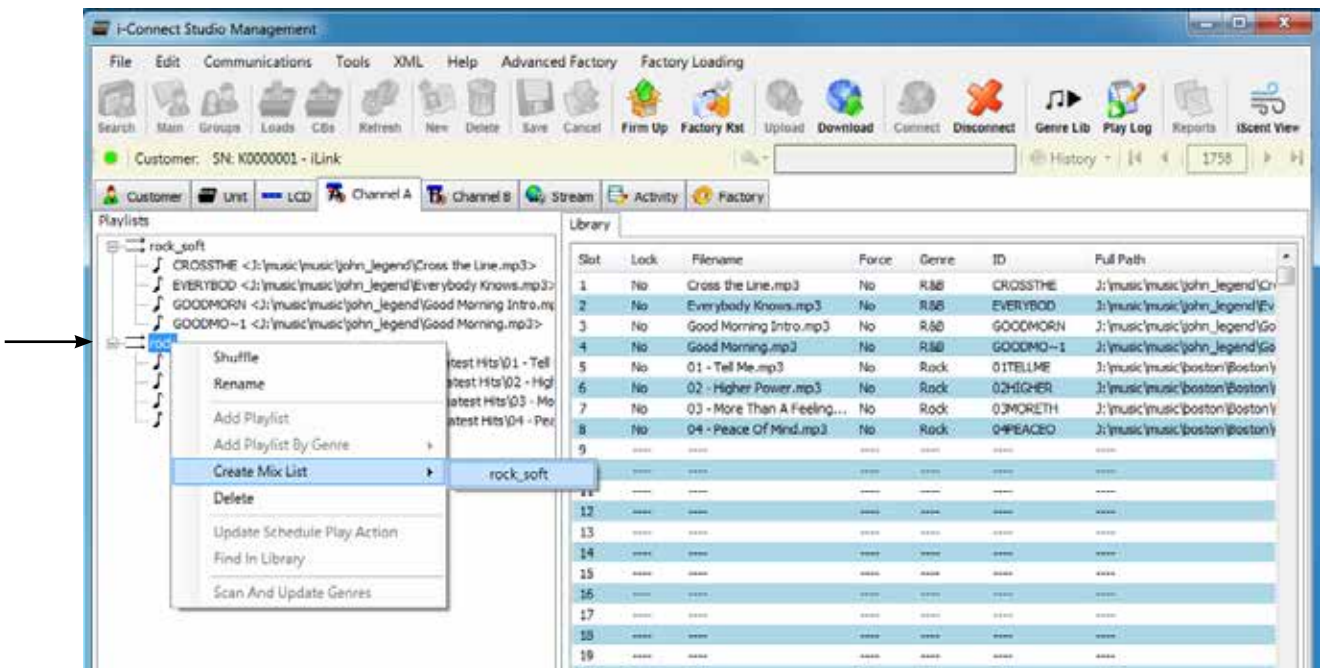
Creating "Blended" iLink Playlists:

The "blended" playlist option takes two separate playlists and blends them into a third playlist. This is a useful tool especially around the holiday's where a mix of standard music and messages can be blended evenly with the holiday specific content.

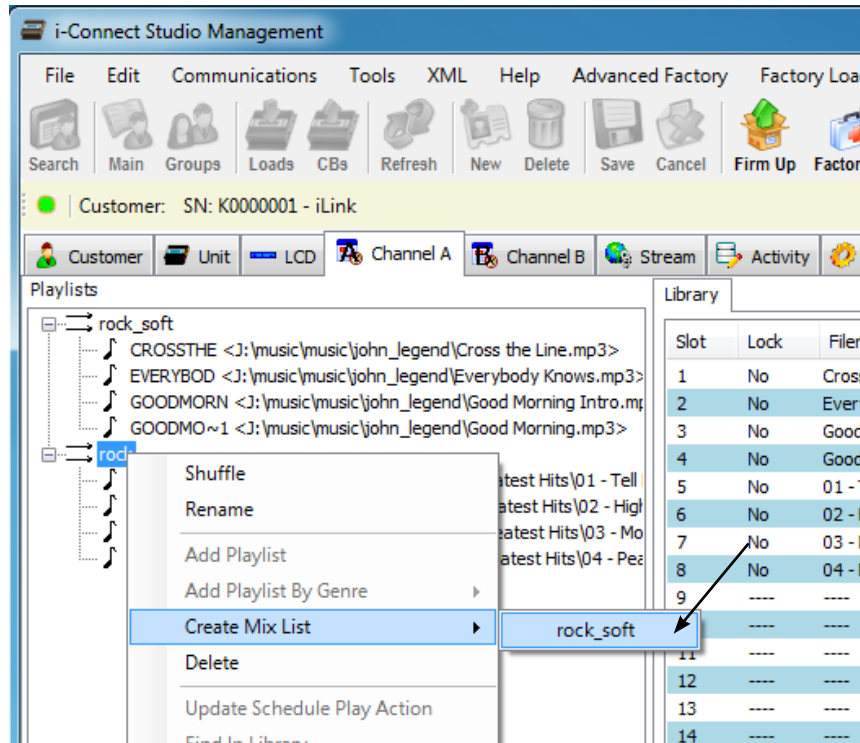
Step 1: This example will assume that the library has audio files and that there are two playlists to blend.



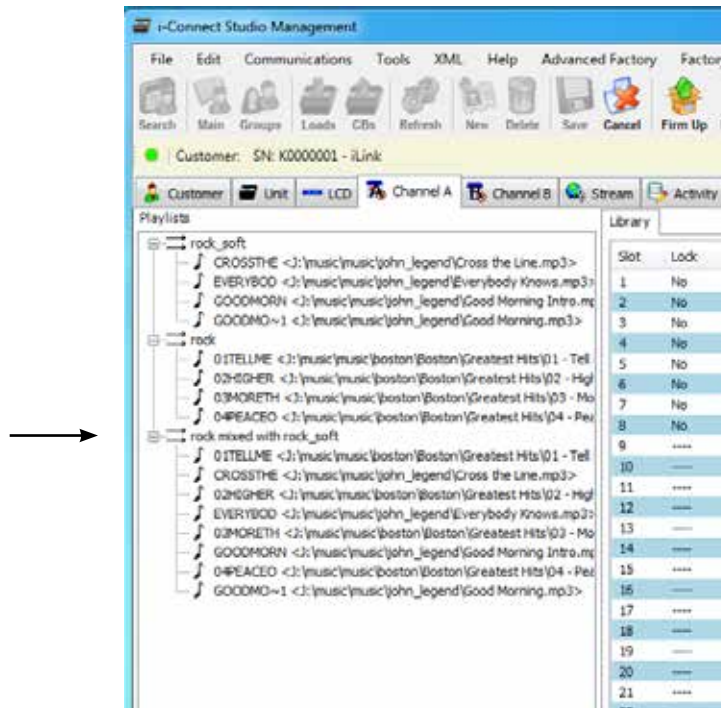
Step 2: While in a Direct Connect, Connect-Back or Load right-click on one of the playlists to blend.



Step 3: A pop-up menu will appear. Select "Create Mix List" and a list of all available playlists to mix with will be shown. In this example the Playlist "rock_soft" is the only available option.



Step 4: Once the Playlist is selected, a third "blended" playlist will be created.



Step 5: This new blended playlist now can be scheduled to play or be blended again with another playlist to create even more variety.

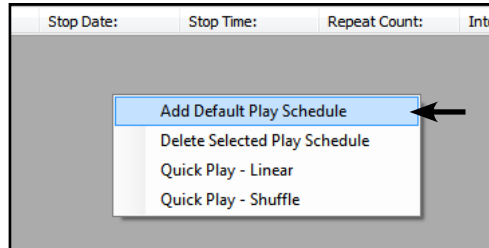
Creating iLink Play Schedules:

Dealer Note :

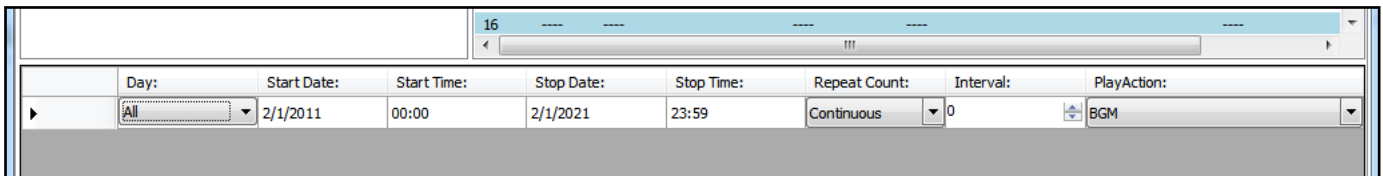
Play Schedules are made up of either individual audio files or Playlists that instruct the unit what to play. Play Schedules can only be created during a Direct Connect, Load or Connect-Back process. A maximum of (50) fifty Play Schedules can be created for each record.

Step 1: Click on the "Channel A" or "Channel B" tab.

Step 2: Right mouse click in the Schedule area and select "Add Default Schedule".

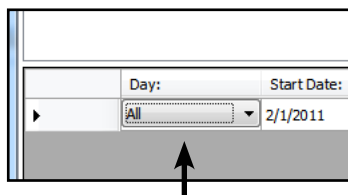


Step 3: An empty default "Play Schedule" will be created.



Step 4: Select the "Day" this Play Schedule will be available to play from the pull-down menu..

- All - Available every day.
- Single Days - Available that specific day of week.
- Monday - Friday - Available weekdays.
- Saturday - Sunday - Available weekends.
- Day of Month - Available specific day of month.
- Off - Turns off schedule.
- Failsafe - Makes the selected Play Action for this line the failsafe content for streaming applications.



Step 5: Select the "Start Date" and "Start Time" for the schedule.

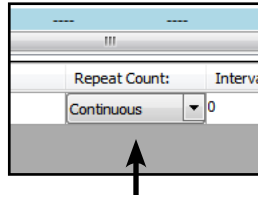
Step 6: Select the "Stop Date" and "Stop Time" for the schedule.

Start Date:	Start Time:	Stop Date:	Stop Time:	Rep
2/1/2011	00:00	2/1/2021	23:59	Cont

Note : Make sure schedules do not overlap, and that stop dates are later than the start dates.

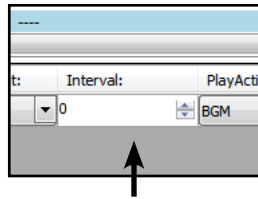
Step 7: Select the "Repeat Count" from the pull-down menu.

- a. Continuous - Plays the message file or Play List until schedule expires.
- b. Play Once - Plays the message file or Play List once then expires.
- c. 1 to 99 - Plays the message file or Play List the set amount of times then expires.



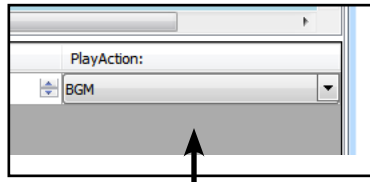
Step 8: Select the "Interval" from the pull-down menu.

- a. 1 - 9999 - Sets the delay (in seconds) between Play Actions.

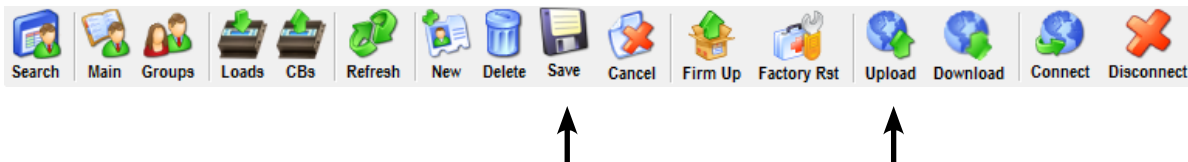


Step 9: Select the "Play Action" from the pull-down menu.

- a. File - Plays a single file selected based on the Play Schedule.
- b. Play List - Plays a previously created Play List based on the Play Schedule.
- c. BGM - Plays a background music feed being passed through the unit.
- d. Stream - Plays the selected stream from the Stream Tab.



Step 10: Once the changes have been made click the "Upload" icon to send the changes to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



Step 11: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the "Status Bar".



Dealer Note :

If using multi-line schedules with two schedules with the same interval then the schedule closest to the top will override the one below it.

Creating iLink Loads:

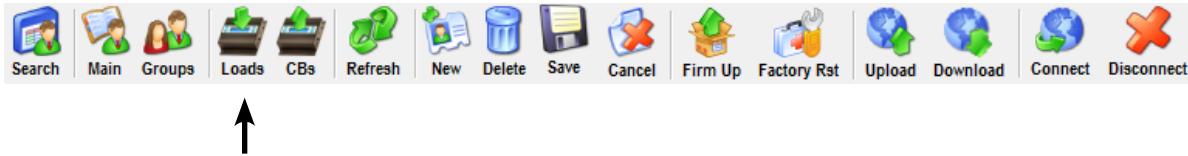
Dealer Note :

Loads are used to schedule connections from the server to a unit (aka as a PUSH type).

A maximum of (50) fifty Loads can be created for each record.

If the unit is at a remote location, Loads will only function if the client site is configured to use NAT for inbound connections on the unit's fixed IP.

Step 1: While on the customer record, click on the "Loads" icon.



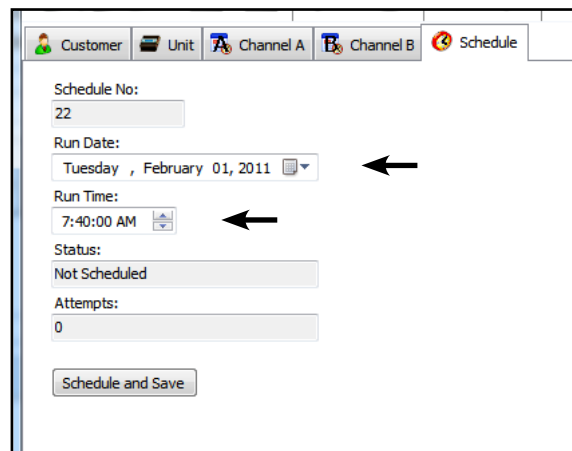
Step 2: Click the "Create" button to create a Load.



Step 3: The screen will automatically show the Load record for the unit.

Step 4: Make any changes that will be applied to the unit via the Unit and Channel Tabs.

Step 5: Click on the "Schedule" tab and fill in the Run Date and Time the load should occur.

A screenshot of the software interface showing the 'Schedule' tab. The 'Schedule No.' is 22. The 'Run Date' is set to 'Tuesday, February 01, 2011' with a calendar icon. The 'Run Time' is set to '7:40:00 AM' with a time picker icon. The 'Status' is 'Not Scheduled' and 'Attempts' is '0'. A 'Schedule and Save' button is at the bottom. Arrows point to the 'Run Date' and 'Run Time' fields.

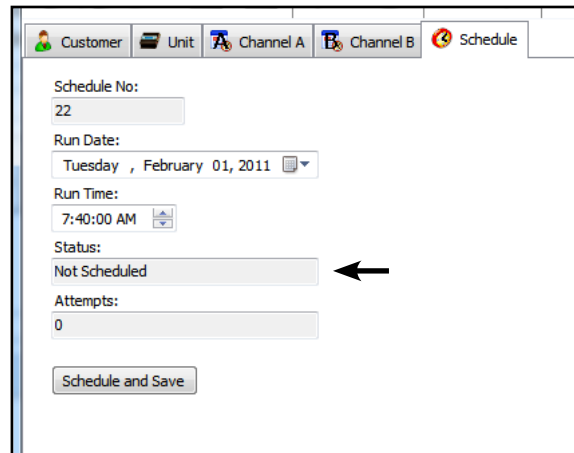
Step 6: Click the "Schedule and Save" button. The "Status" will change to Pending to indicate that the Load will be executed at the programmed time. Once executed it will change to Completed.

A close-up of the 'Schedule and Save' button from the previous screenshot. An arrow points to the button.

Step 7: Return to the Main Menu by clicking the "Customer" icon.

Maintaining iLink Loads:

As Loads are executed they will result in five different "Status" states.



Not Scheduled - This status will result when the Load has been created but not scheduled.

Completed - This status will result when the Load has successfully completed its operation.

Pending - This status will result when there is a valid Load but unit has not connected to the unit.

Active - This status will result when the iLink has been connected to and being updated.

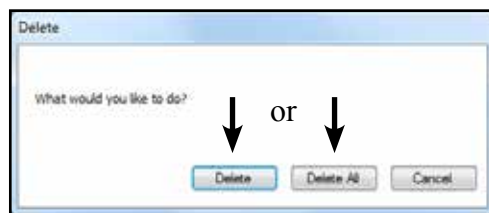
Retries Expired - This will result when an iLink tried numerous times to complete the Load but ran out of retry attempts.

Once Loads are complete or are not required they should be deleted to maintain a compact database.

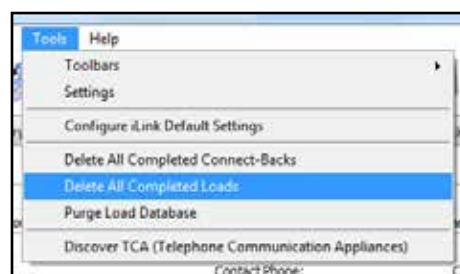
Step 1: While in the Load screen select the "Delete" icon



Step 2: A pop-up menu will appear that will allow you to delete the current or all the Load records.



Step 3: To delete only "Completed" Load records then this can be done from the main toolbar.



Creating Connect-Backs:

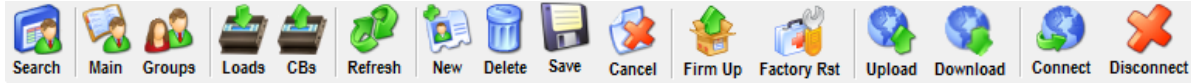
Dealer Note :

Connect-Backs are used to schedule connections from the unit to a server (aka as a PULL type).

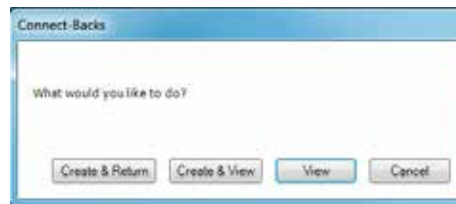
This is the most popular and secure method of connection.

A maximum of (50) fifty Connect-Backs can be created for each record.

Step 1: While on the customer record, click on the "Connect-Back" icon.



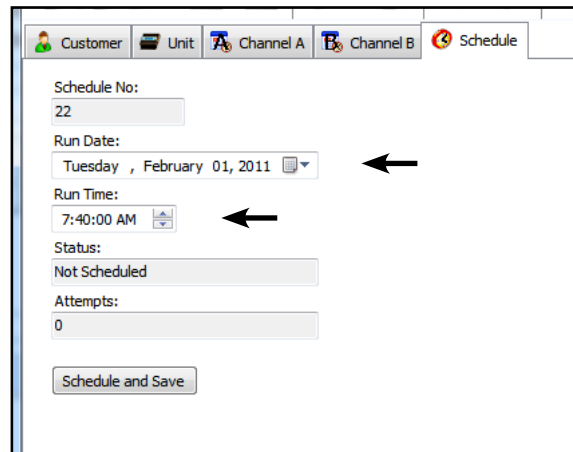
Step 2: Click the "Create & View" button to create a Connect-Back.



Step 3: The screen will automatically show the Connect-Back record for the unit.

Step 4: Make any changes that will be applied to the unit via the Unit and Channel Tabs.

Step 5: Click on the "Schedule" tab and fill in the Run Date and Time the load should occur.



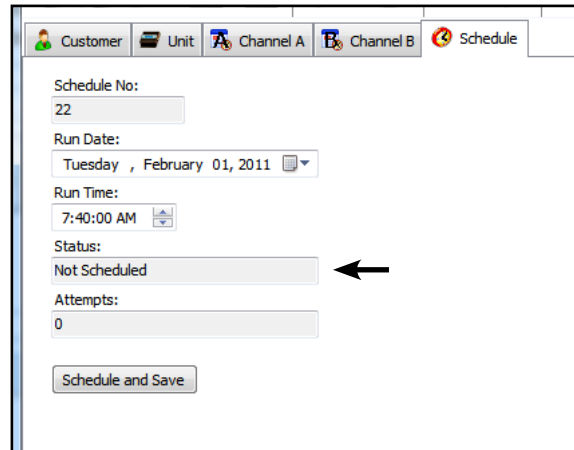
Step 6: Click the "Schedule and Save" button. The "Status" will change to Pending to indicate that the Connect-Back will be executed at the programmed time. Once executed it will change to Completed.



Step 7: Return to the Main Menu by clicking the "Customer" icon.

Maintaining Connect-Backs:

As Connect-Backs are executed they will result in five different "Status" states.



Not Scheduled - This status will result when the Connect-Back has been created but not scheduled.

Completed - This status will result when the Connect-Back has successfully completed its operation.

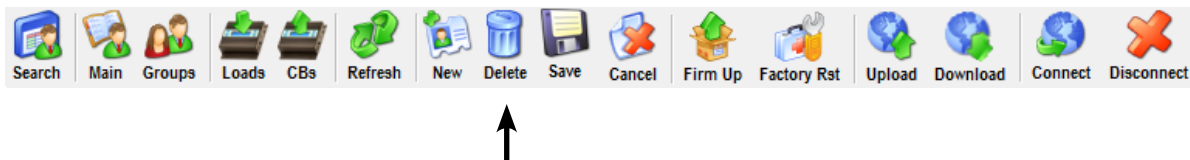
Pending - This status will result when there is a valid Connect-Back but unit has not checked in.

Active - This status will result when the iLink is connected and being updated.

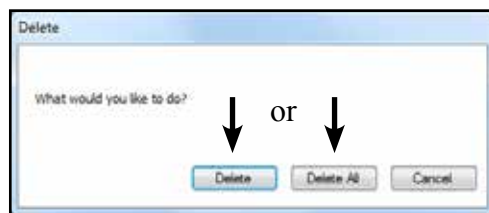
Retries Expired - This will result when an iLink tried numerous times to complete the Connect-Back but ran out of retry attempts.

Once Connect-Backs are complete or are not required they should be deleted to maintain a compact database.

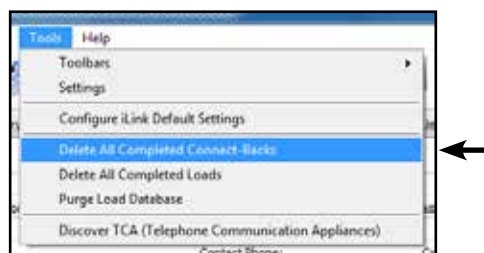
Step 1: While in the Connect-Back screen select the "Delete" icon



Step 2: A pop-up menu will appear that will allow you to delete the current or all the Connect-Back records.



Step 3: To delete only "Completed" Connect-Back records then this can be done from the main toolbar.



Creating Groups:

WARNING !!!

Using Groups can be a very powerful and useful tool BUT if used incorrectly can make unwanted changes to massive groups of units in the field. Please read and understand this section before attempting to use this feature.

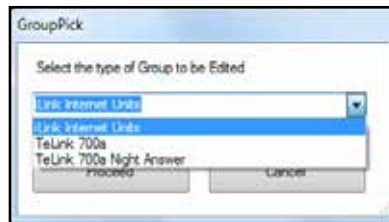
ANY SELECTIONS MADE WILL BE CHANGED ON EVERY UNIT IN THE GROUP.

All other settings will be maintained on the unit and not changed.

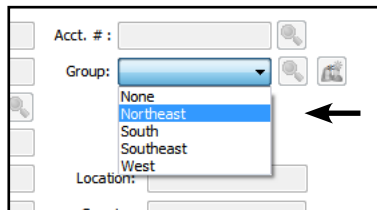
Step 1: While on the customer record click on the "Groups" icon.



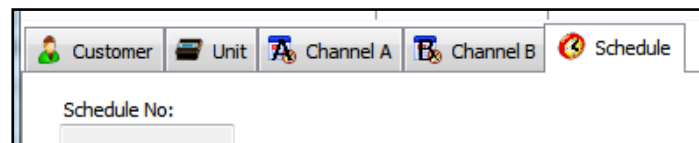
Step 2: Pick the type of Group to be created, then click Proceed.



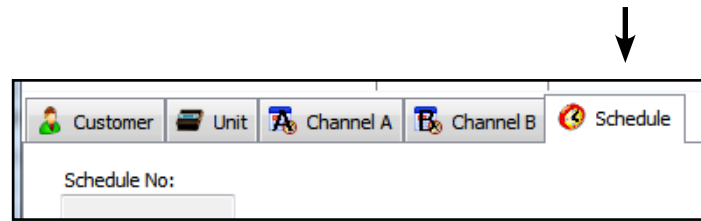
Step 3: Select the Group to be edited from the "Customer Tab".



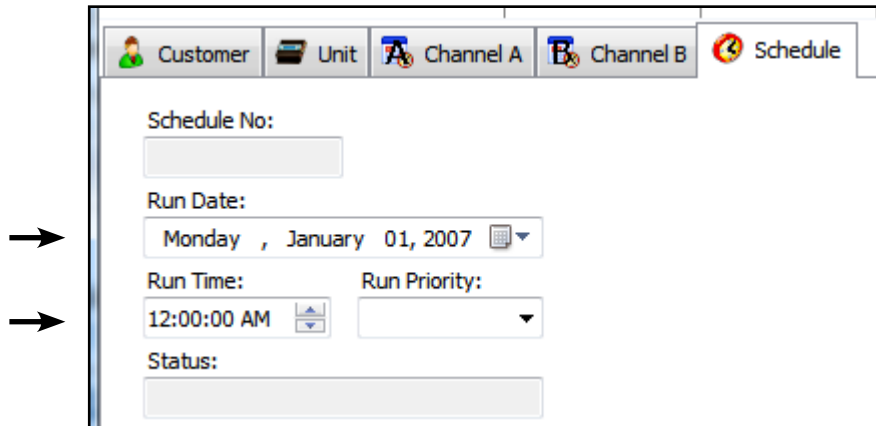
Step 4: Adjust ONLY the settings that want to be changed on the default Unit and Channel Tabs. PLEASE NOTE - The screen shown to make these changes is a default screen and DOES NOT reflect what is currently on the units in the Group.



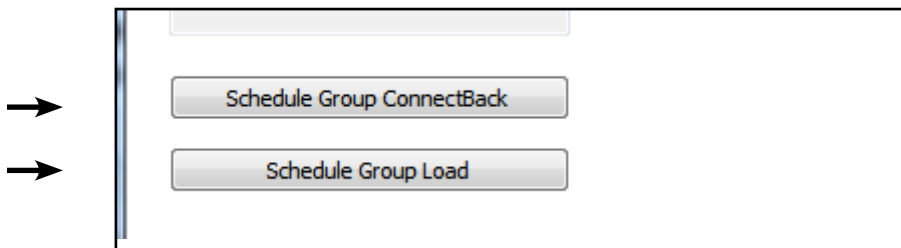
Step 5: Click on the "Schedule" tab when all the changes are complete.



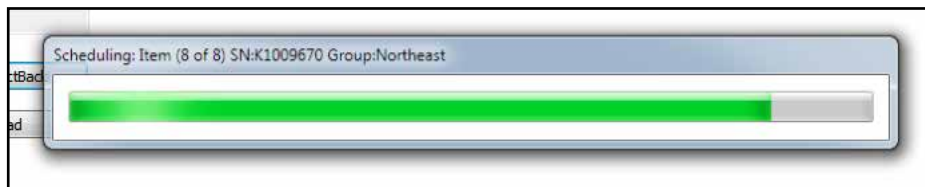
Step 6: Select the "Run Date" and "Run Time" for the Group to be executed. If this will be a Connect-Back Group generally no changes are made on this step.



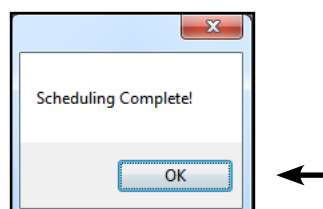
Step 7: Select the Schedule button to commit and create the Connect-Back or Load records.



Step 8: The Connect-Back or Load records then will be created.



Step 8: Once complete click "OK". Records can be checked through the normal Connect-Back or Load icons.



Genre Playback Mode Details for v7.38 and above Units

Dealer Note :

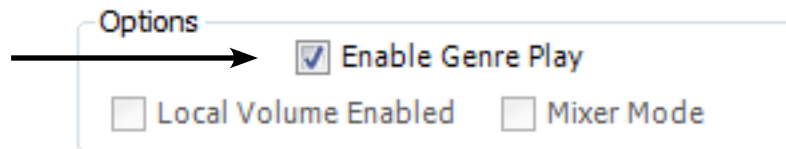
Genre Mode may not be available on all iLink firmware versions.

If this feature is not available the "Genre Mode" check box will not be visible in iConnect Studio.

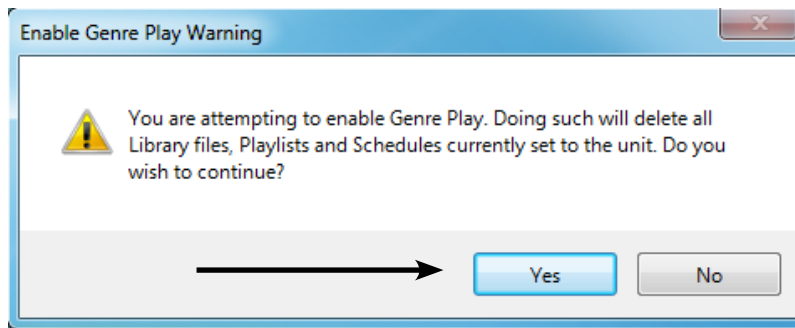
Genre Mode allows an iLink to store multiple music genres and display them as genre titles on the iLink's LCD display. The user can select specific genres title and the iLink will only play content that is in that specific playlist that has been created through iConnect studio.

Follow these steps to configure a genre playlist on the iLink as a Direct Connect, Connect-Back or Load:

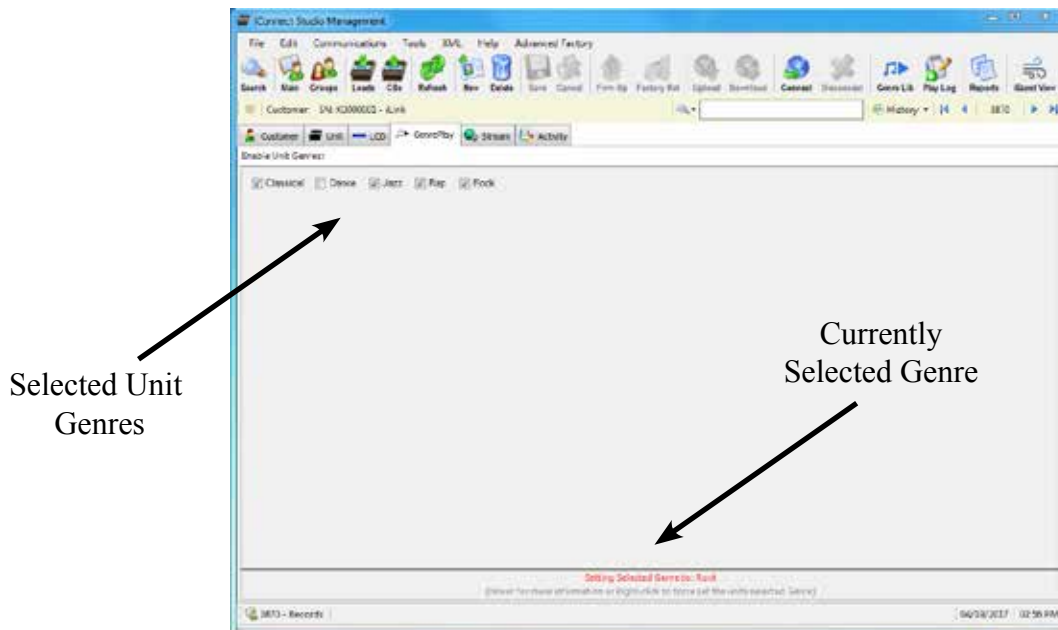
Step 1: In iConnect Studio on the "Unit" tab of the unit check off "Enable Genre Play".



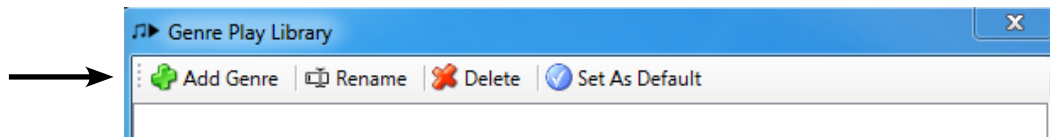
Step 2: A pop-up warning box will appear. Click Yes.



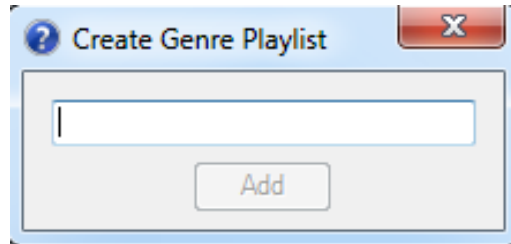
Step 3: The normal Library Tab will be replaced with a Genre Tab. This is used to configure which four genres will appear on the unit. An iLink must have at least one genre (to a maximum of four) and one configured as the currently selected genre.



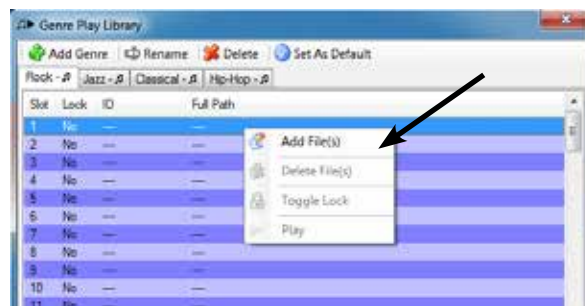
Step 4: To add genres click on the "Genre Lib" button in the tool bar. This will open up a window where all the genre names and libraries are maintained. This window is independent of the unit and what is available globally to all units in the database that are genre play capable. Click on Add Genre.



Step 5: Enter in the genre titles in the Create Genre Playlist pop-up box for all genres needed.



Step 6: After all of the genre names are created right click on each library tab and Add File(s).



Step 7: Upload changes to the unit for a Direct Connect. Otherwise, changes will be made automatically during the normal Connect-Back or when a Load is pushed to the unit.

Important Notes:

1. Each genre can hold up to 600 audio files.
2. iConnect Studio can manage up to 25 genres.
3. iLink can have up to four genres with a minimum of one that needs to be selected as current genre.
4. iLink will load a sample of the first 50 songs of each genre plus up to 600 audio files of currently selected genre. When genre is changed through iConnect Studio or the units LCD the old genre selection will be deflated down to 50 audio files and the new one will be inflated up to the 600 audio file limit.

Fade Out and In iLink Settings

Dealer Note :

Fade In and Out Settings may not be available on all iLink firmware versions.

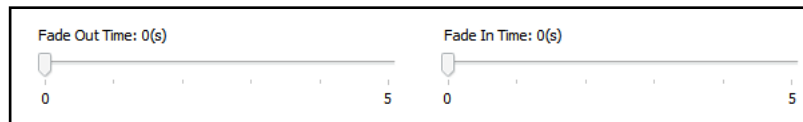
Feature is active when the "Play Action" of BGM is used.

Fade settings can only be created during a Direct Connect, Load or Connect-Back process.

The fader functions allow for the following actions:

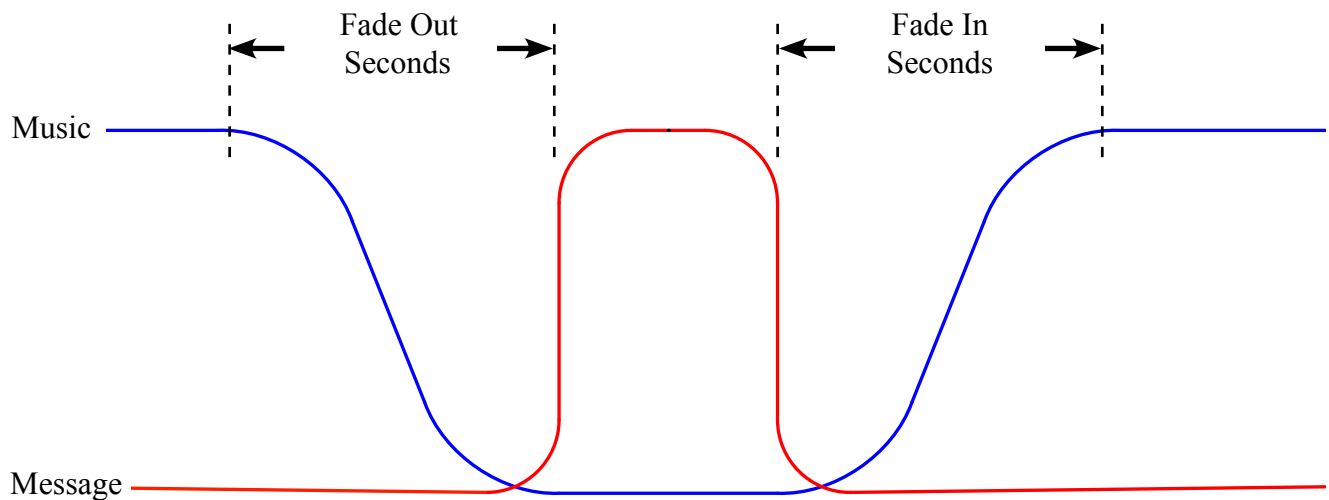
1. Allow for a music track to be faded out.
2. Allow for an ad or message file to be played after the fade out.
3. Allow for a music track to be faded in to the previous volume level.

Step 1: The fader controls are accessed on the bottom of the "Unit Tab". Up to a 5 second fade is available for both settings.



Step 2: Once the "Fade Out" an/or "Fade In" controls are set then files in the Scheduler without a timed interval will adhere to this rule or be considered "**Music**". Files with a timed interval will be considered a "**Message**" and will be played after the "**Music**" is faded out. Once the "**Message**" is complete then the "**Music**" will fade back in. Note: "**Messages**" must be set to Time Sensitive and "**Messages**" and "**Music**" must be in a Play List.

Day:	Start Date:	Start Time:	Stop Date:	Stop Time:	Repeat Count:	Interval:	PlayAction:
All	03/05/2010	00:00	03/05/2010	23:59	Continuous	300	Play List: Ads
All	Any	00:00	Any	23:59	Continuous	0	Play List: Music



Special Mixer Mode Details for v6.xx Units

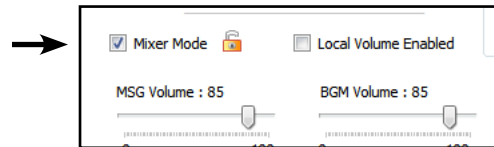
Dealer Note :

Mixer Mode may not be available on all iLink firmware versions.
If this feature is not available the "Mixer Mode" check box will not be visible in iConnect Studio.
Mixer Mode can only be created during a Direct Connect, Load or Connect-Back process.

The Mixer Mode functions allow for the following actions:

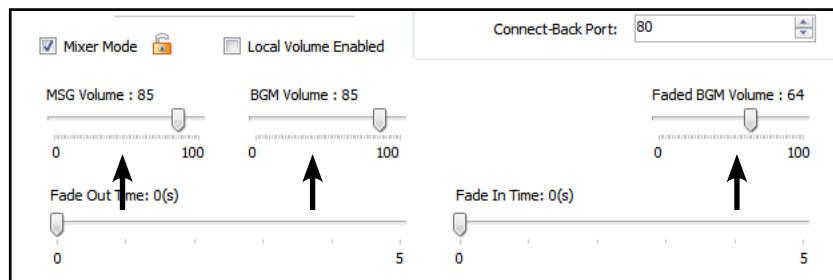
1. Allow for background music files to be mixed with message files.
2. Allow for complete control of the fade level mix when message files are played.
3. Allow for scheduled changes of both the background and message files separately and independently.

Step 1: The Mixer Mode is activated by selection of the "Mixer Mode" check box.

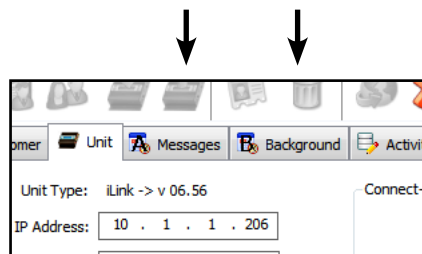


Step 2: When "Mixer Mode" is activated two main changes will be made to the GUI.

- a. The volume control sliders will change to represent the new mixer mode volume adjustments.
MSG Volume - Used to adjust the volume of the message audio.
BGM Volume - Used to adjust the volume of the BGM audio.
Faded BGM Volume - Use to adjust the volume of the BGM when faded.



- b. The heading tabs will change to represent the new mixer mode volume adjustments.
Messages - Messages would be scheduled in this tab.
Background - BGM audio would be scheduled in this tab.



Special Mixer Mode Loading Example for v6.xx Units

Dealer Note :

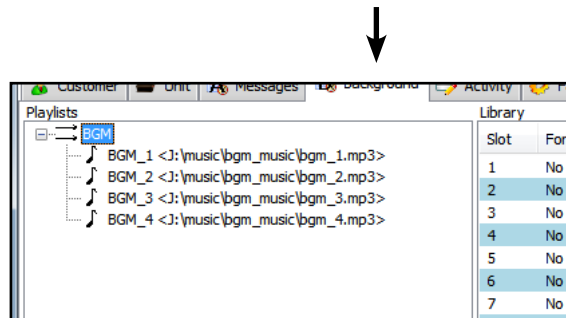
This section is for advanced users only!

Please read the sections in the earlier sections of this manual regarding the Library, Schedules & Play Lists.

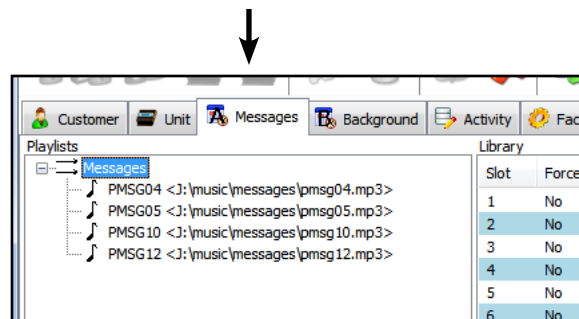
Step 1: Place all BGM and Message files in the units Library. The files can be in any order.

Slot	Force	Filename	ID	Full Path	Genre
1	No	pmsg04.mp3	PMSG04	J:\music\messages\pmsg04.mp3	Unknown
2	No	pmsg05.mp3	PMSG05	J:\music\messages\pmsg05.mp3	Unknown
3	No	pmsg10.mp3	PMSG10	J:\music\messages\pmsg10.mp3	Unknown
4	No	pmsg12.mp3	PMSG12	J:\music\messages\pmsg12.mp3	Unknown
5	No	bgm_1.mp3	BGM_1	J:\music\bgm_music\bgm_1.mp3	Rock
6	No	bgm_2.mp3	BGM_2	J:\music\bgm_music\bgm_2.mp3	Rock
7	No	bgm_3.mp3	BGM_3	J:\music\bgm_music\bgm_3.mp3	Rock
8	No	bgm_4.mp3	BGM_4	J:\music\bgm_music\bgm_4.mp3	Rock
9	----	----	----	----	----
10	----	----	----	----	----
11	----	----	----	----	----
12	----	----	----	----	----
13	----	----	----	----	----
14	----	----	----	----	----
15	----	----	----	----	----
16	----	----	----	----	----

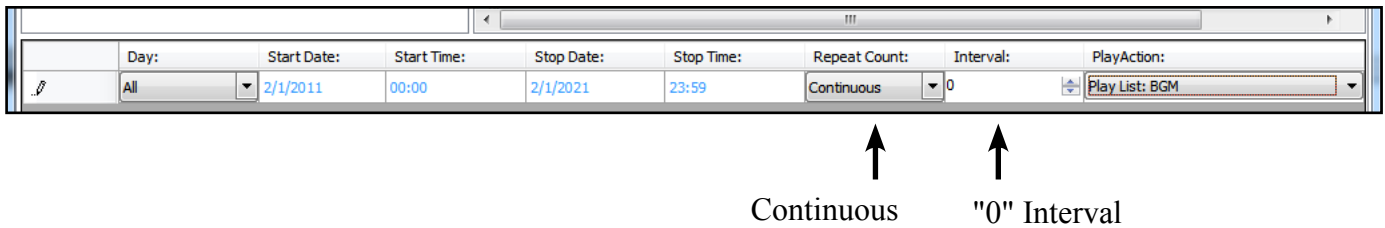
Step 2: If using more than one BGM file create a BGM Play List on the "Background" tab.



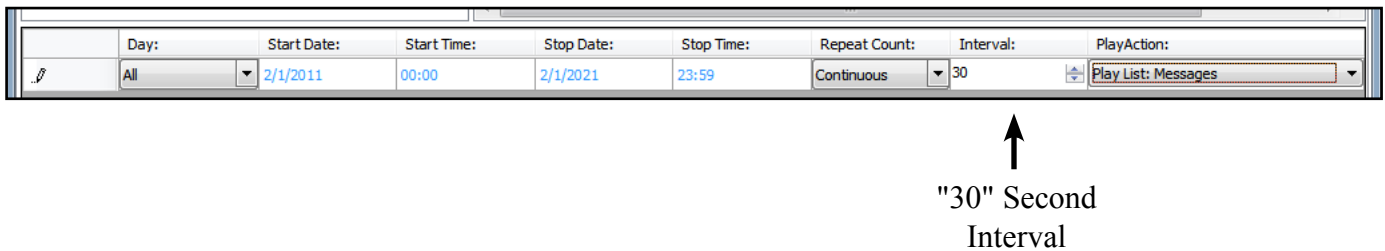
Step 3: If using more than one Message file create a Message Play List on the "Messages" tab.



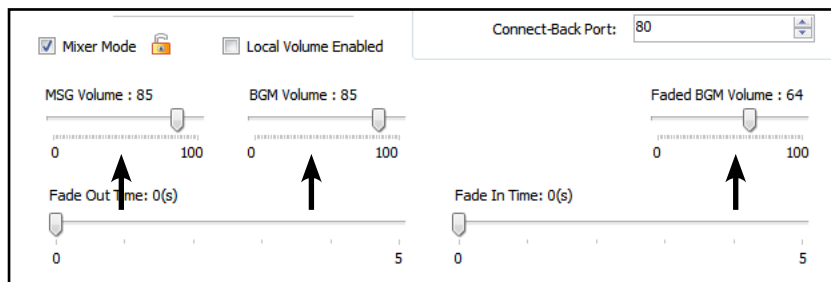
Step 4: Schedule the BGM Play List. Repeat Count = "Continuous" and Interval = "0"



Step 5: Schedule the Messages Playlist. Interval = 30 (This must be set to an interval to activate the mixing).



Step 6: Set volume levels.

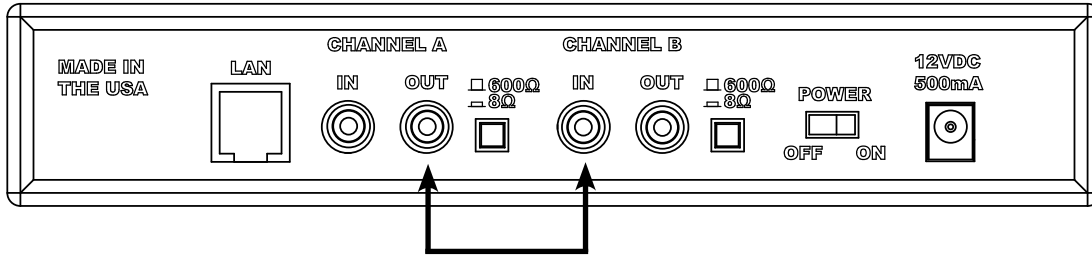


Step 7: Once these changes are sent to the unit the unit should operate as follows:

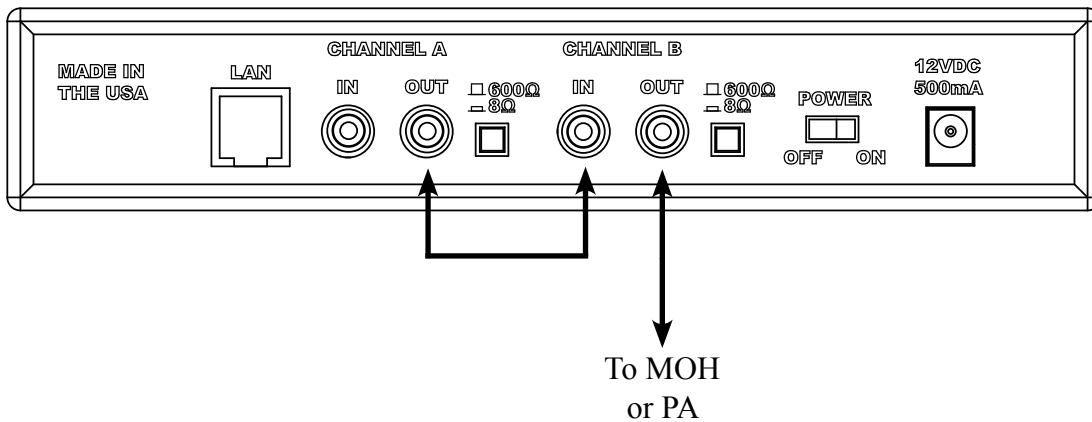
- Play the BGM music at a volume level of 85.
- Every 30 seconds fade down the BGM music to a level of 64.
- Play the next Message file in the Message Play List at a volume level of 85.
- Return the BGM to its normal level of 85.
- Repeat

Special Mixer Mode iLink Hardware Setup for v6.xx Units

Step 1: On the rear of the iLink unit, run a RCA cable from the Output of Channel A to the BGM Input of Channel B



Step 2: On the rear of the iLink run a RCA cable from the Output of Channel B to the MOH or PA system.



Special Mixer Mode iLink LCD Hardware Setup

This feature is not available at this time on the iLink LCD.

Special Mixer Mode Details for v7.30 and above Units

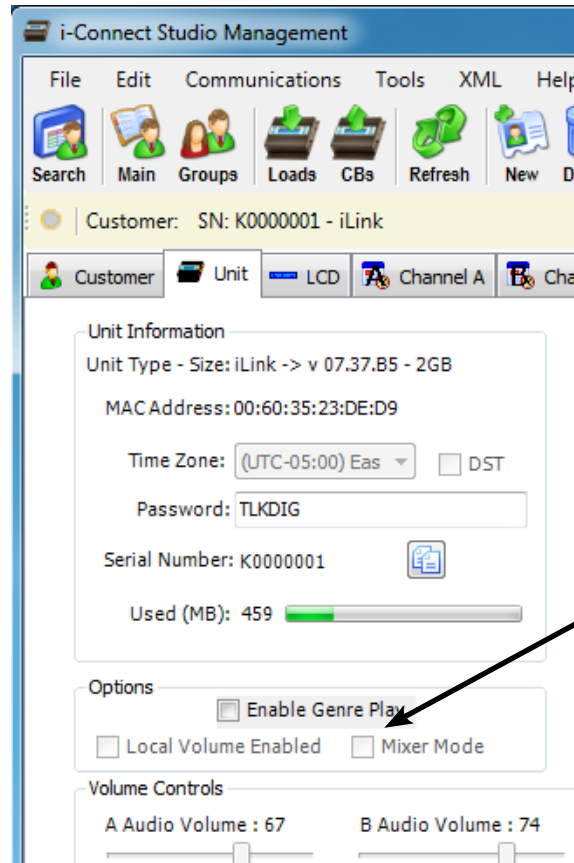
Dealer Note :

Mixer Mode may not be available on all iLink firmware versions.
If this feature is not available the "Mixer Mode" check box will not be visible in iConnect Studio.
Mixer Mode can only be created during a Direct Connect, Load or Connect-Back process.

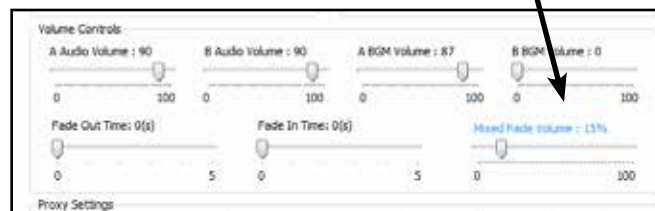
The Mixer Mode functions allow for the following actions:

1. Allow for background music files to be mixed with message files.
2. Allow for complete control of the fade level mix when message files are played.
3. Allow for scheduled changes of both the background and message files separately and independently.

Step 1: In iConnect Studio on the "Unit" tab check off Mixer Mode.

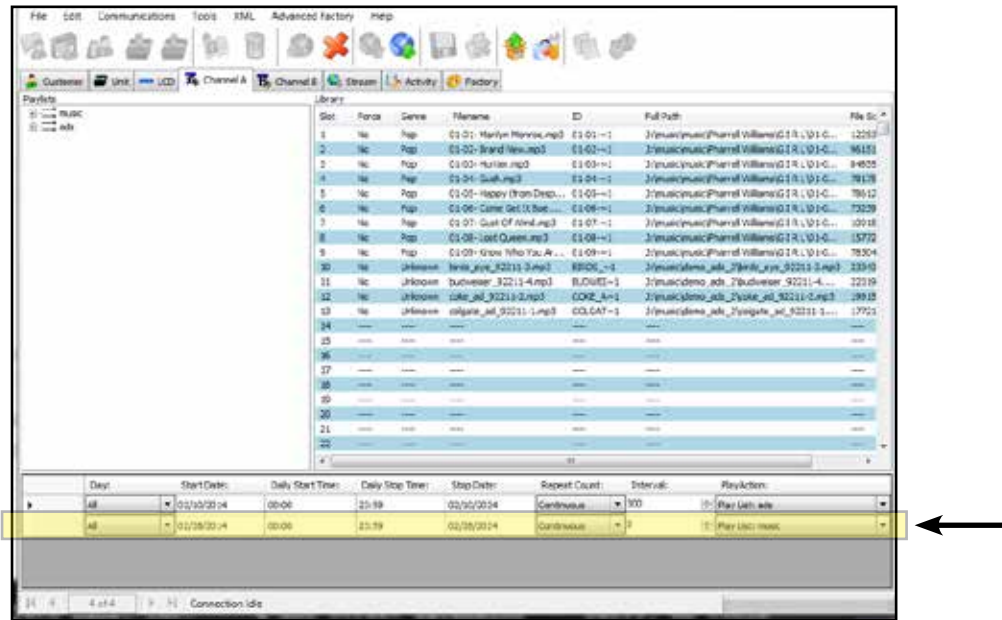


Step 2: On the same tab, set the Mixed Fade Volume. This is the amount of background music that will be heard when the dry-cut of audio is mixed.

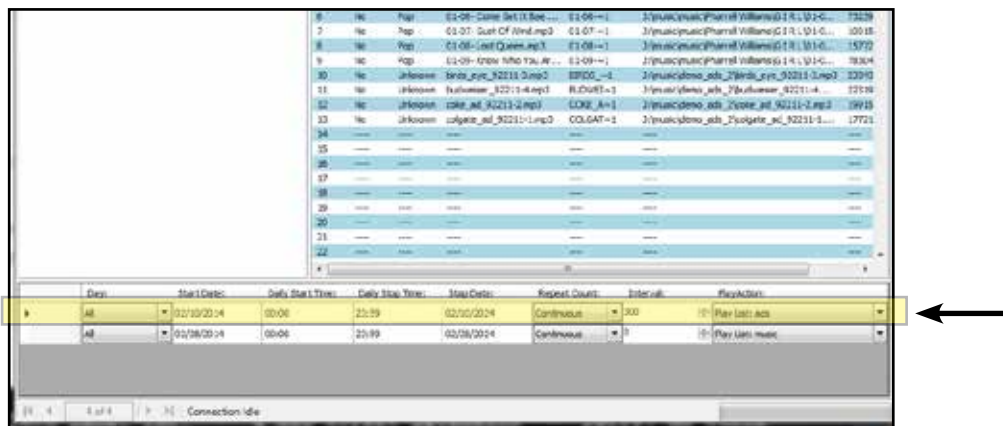


Note: 15% Fade Volume is a good place to start!

Step 3: Select the background music source. This could either be a playlist with music stored on the iLink or a stream. When the schedule line is created the Interval should be set to “0”.



Step 4: Select the voice-over/dry cut. When the schedule line is created an Interval time MUST be set. This interval will tell the scheduler how often to fade the background music level and play the mixed output.

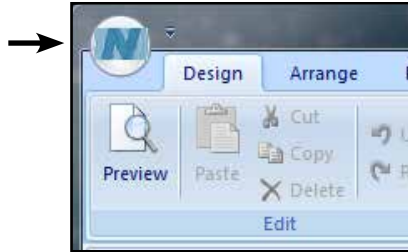


Reports and Printing:

DEALER NOTE:

Steps 1 through 7 are only required when configuring the iConnect Studio Report Designer for the first time. Once set up, for general use go straight to Step 8.

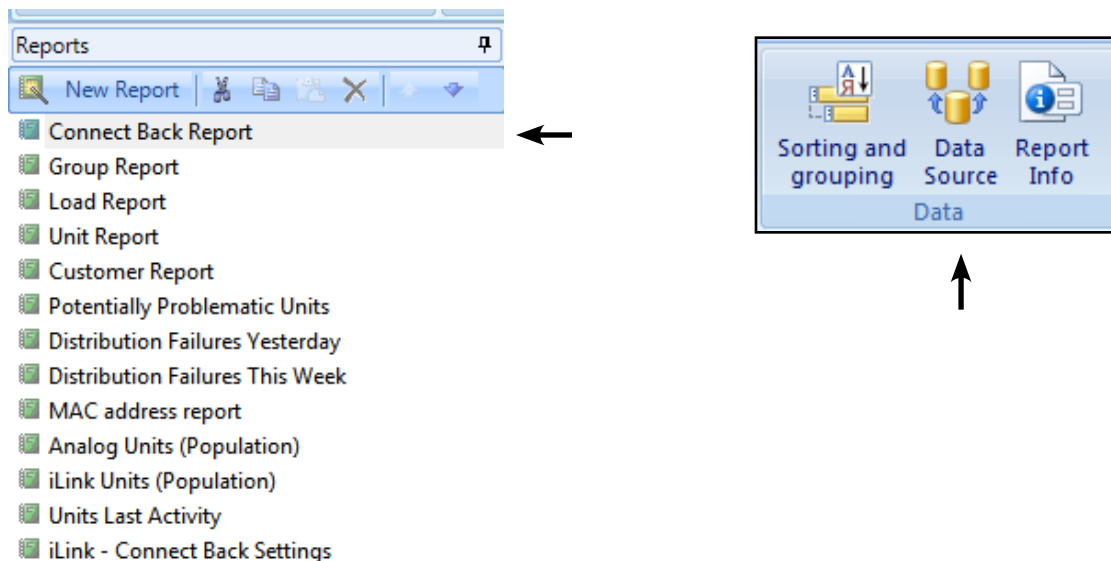
Step 1: Click on the Report logo in the upper-left of the window, and select "Open".



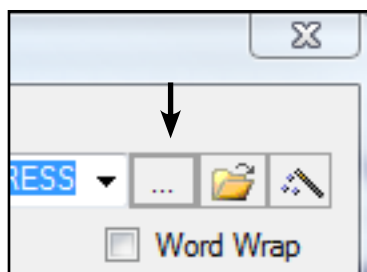
Step 2: Find the file called "standard_reports" in the iConnect Studio Reports folder. For the default location select the C: drive > Program Files > iConnect Studio > iConnect Studio Reports > Standard

Step 3: Click "Open".

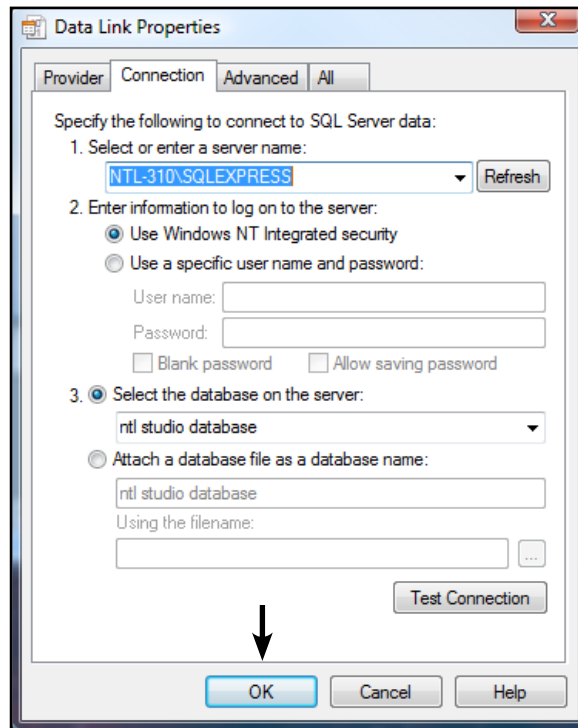
Step 4: Now each report must be linked to your database. Select a report and click on the "Data Source" icon in the toolbar.



Step 5: Click the "Build Connection String" button.



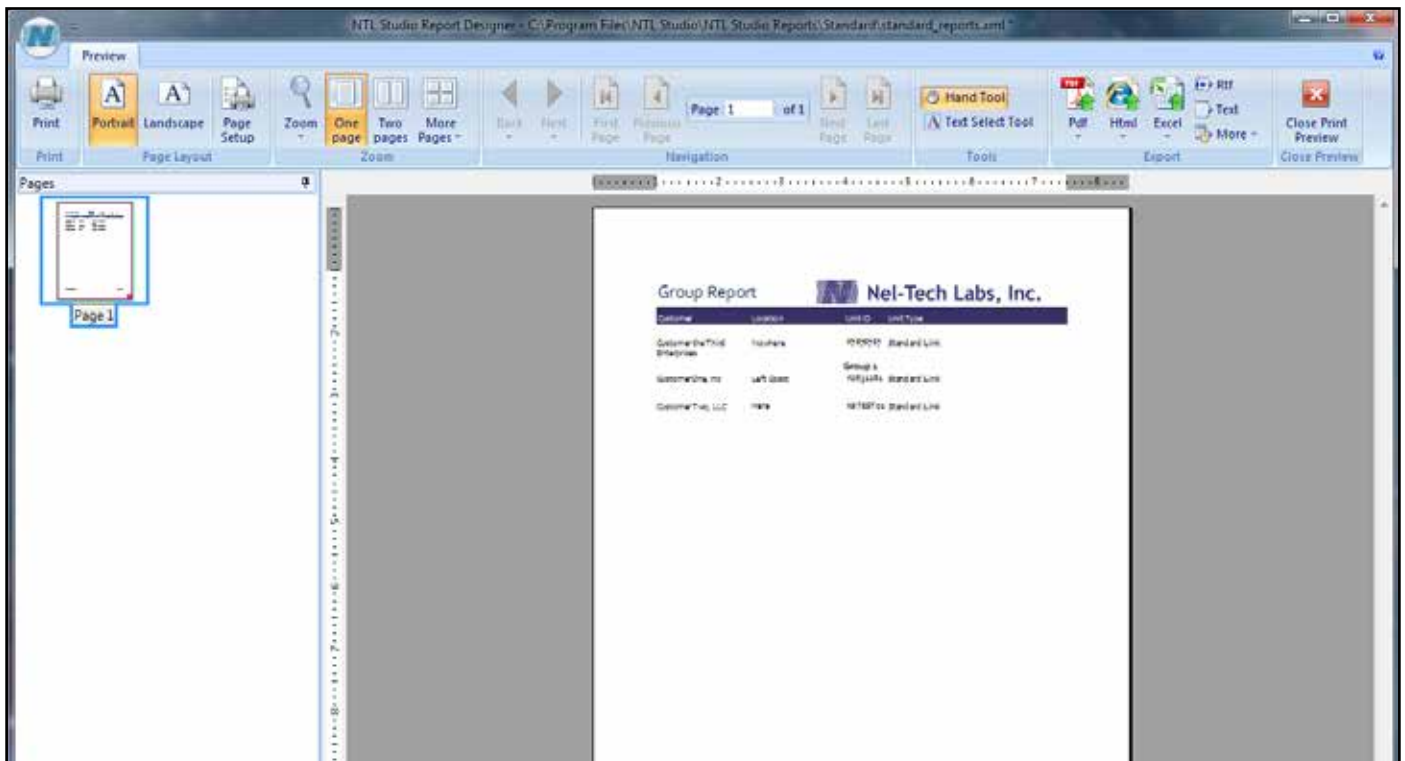
Step 6: Verify that the correct SQL server and database are selected. If it is not, select the SQL server and database that you initially set up when you installed iConnect Studio. Verify that "Use Windows NT Integrated security" is selected.



Step 7: Click OK.

Step 8: To view a report, select it and click the "Preview" icon.

Step 9: From the Preview screen you can print your report or export it to many different file formats.



E-mail Notification Configuration:

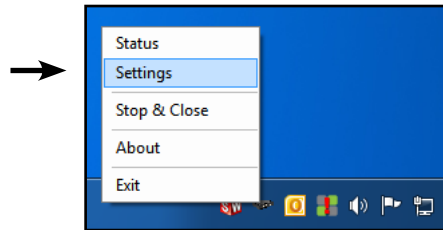
Dealer Note :

Email notifications are sent after a Load or Connect-Back. They are not sent after a Direct Connect.

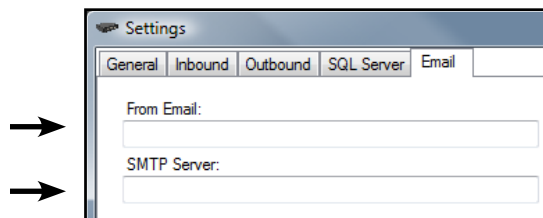
Setup your E-mail server

iConnect Studio Distribution must be running and configured to send E-mail notifications.

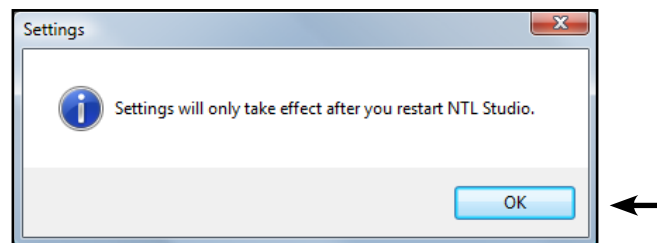
Step 1: Right-Click on the iConnect Studio Distribution icon on your task bar and select "Settings".



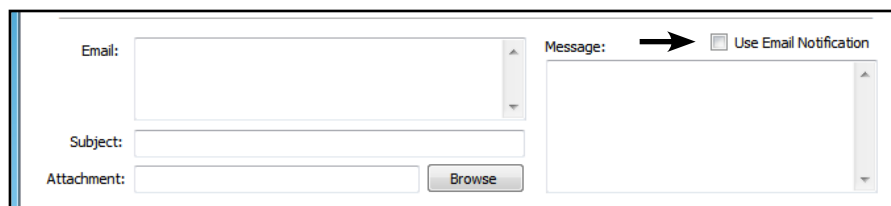
Step 2: Under the "Email" tab, fill in the Email address the notifications will be sent from and your Email system's SMTP (outgoing) server. Click "OK".



Step 3: A dialogue box will pop. Click the "OK" button, then close and restart iConnect Studio.



Step 4: In iConnect Studio Management, bring up a customer record and check the box marked "Use Email Notification". Type your subject and message same as any Email, then click the "Save" icon. Now an Email will be sent to the customer after each Connect Back or Load. Use a ";" if adding multiple Email addresses.



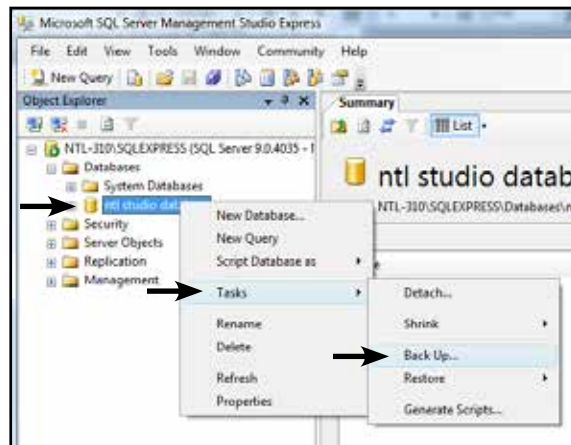
Backing Up Databases:

Step 1: From the Start Menu, go to All Programs > Microsoft SQL Server > SQL Server Management Studio Express.

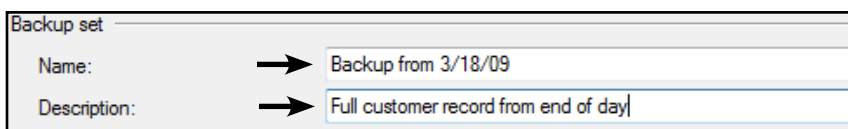
Step 2: Select your server and click "Connect".



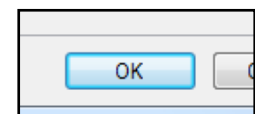
Step 3: In the folder tree on the left, open "Databases" and right-click on "iConnect Studio database". Click on "Tasks," then "Backup".



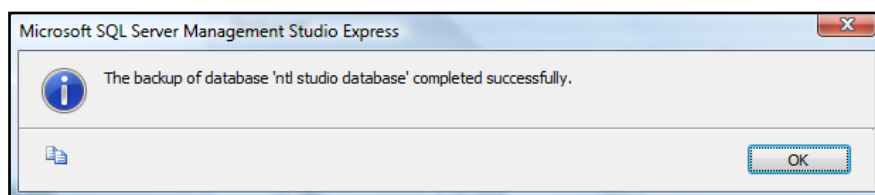
Step 3: A dialog box appears. You can give the backup file a name and description, then click "OK".



THEN



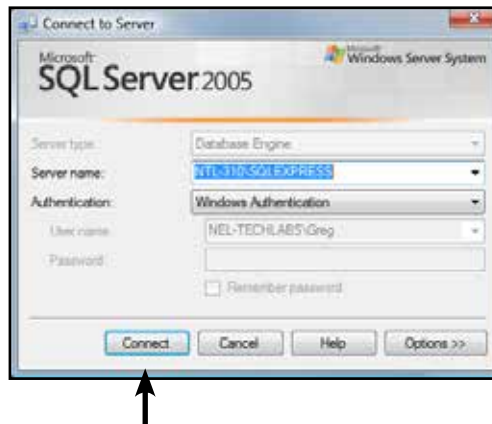
Step 4: When the backup is finished, a dialog box will pop up. Click "OK".



Restoring Databases:

Step 1: From the Start Menu, go to All Programs > Microsoft SQL Server > SQL Server Management Studio Express.

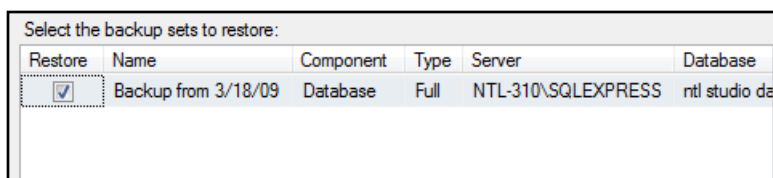
Step 2: Select your server and click "Connect".



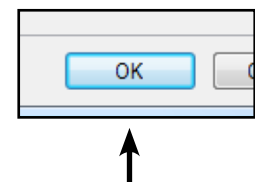
Step 3: In the folder tree on the left, open "Databases" and right-click on "iConnect Studio database". Click on Tasks > Restore > database.



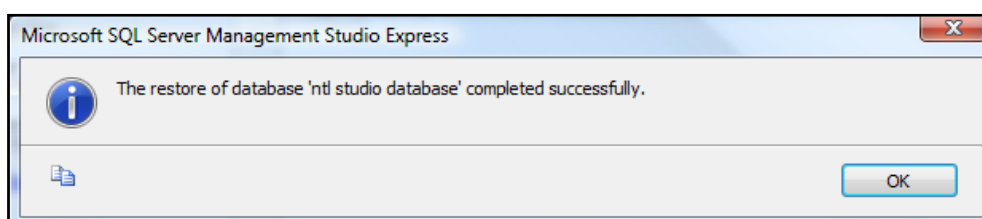
Step 3: A dialog box appears. Choose the backup file to restore from, then click "OK".



THEN



Step 4: When the restore is finished, a dialog box will pop up. Click "OK".



Firmware Update:

Dealer Note :

Firmware Updates can only be performed during a Direct Connect, Load or Connect-Back process.
During a Firmware Update the unit may stop playing audio to restart.

Firmware Update

As new features or enhancements are made to the iLink only authorized PICA Product Development dealers will be supplied with updated unit firmware that can be remotely updated.

Step 1: While on the record to be updated click on the "Update Firmware" icon.



Step 2: Browse to the firmware file supplied by PICA Product Development and click "Open". If update was included with installation package then it will be in the "C:/Program Files/iConnect Studio/Firmware" folder. For x64 computers use the Program Files (x86) folder.

Step 3: Once the changes have been made click the "Upload" icon to send the change to the unit if this is done during a Direct Connect session or click the "Save" icon if this is done during Load or Connect-Back creation.



Step 4: While changes are uploaded (Direct Connect only) a progress bar will be displayed in the "Status Bar".



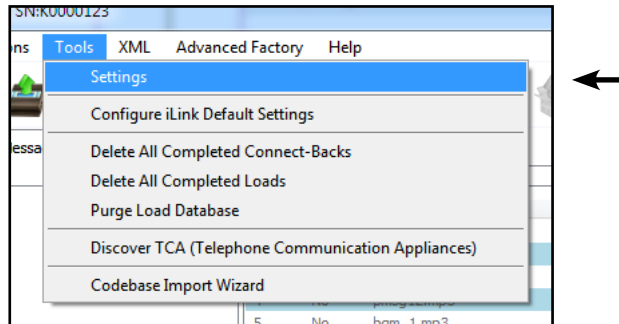
Warning :

Some firmware updates may require the unit to be automatically formatted.
Please read all notes supplied before any firmware updates are implemented.

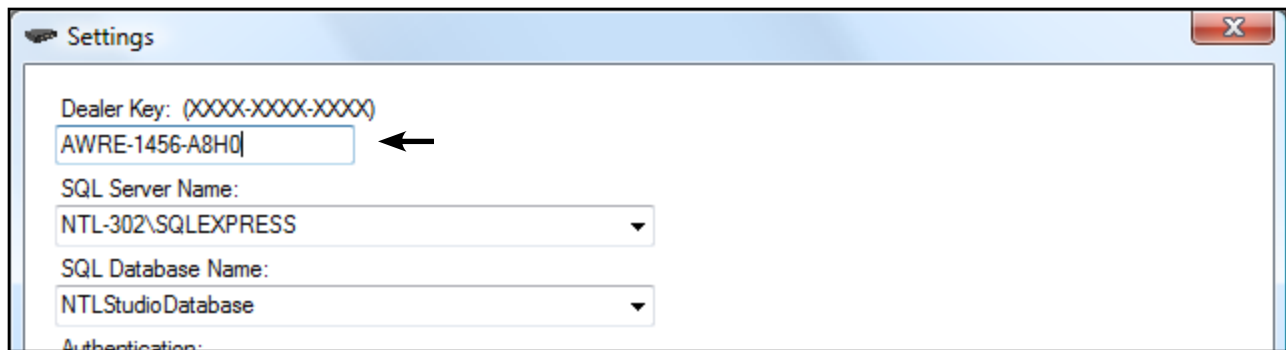
Dealer Key and Software Authentication:

Dealer Keys are supplied to make sure the software is only used by authorized PICA Product Development dealers.

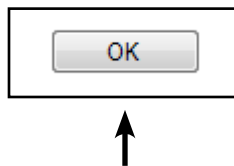
Step 1: Go to Tools>Settings.



Step 2: In the pop-up window enter key in the "Dealer Key" box.



Step 3: Click "OK" when completed.



TCA (Telephone Communication Appliance) Modem Install - Required for TELink 700an:

Warning :

The PC should have no more than ONE internal sound card.
The PC should also NOT have an internal modem if it can be avoided.
Do not use an external USB hub - TCA's must be connected directly to PC.

Step 1: Connect the TCA to computers USB port.



Connect to TCA



Connect to PC

Step 2: Verify the speaker switch on TCA is turned ON.



Step 3: Connect the power supply to the 12VDC input on the rear of the TCA and the other end to a wall socket.



Step 4: Turn the power switch on the rear of the TCA to the ON position.

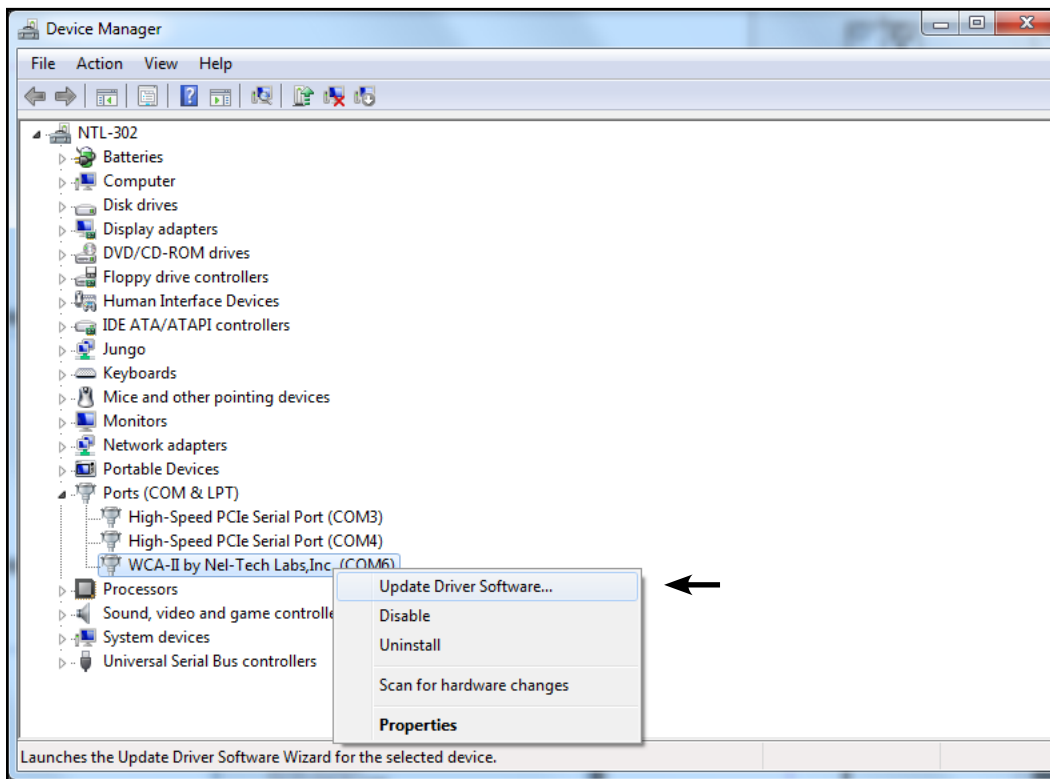


Step 5: The PC should automatically install default drivers. These default drivers will need to be updated!

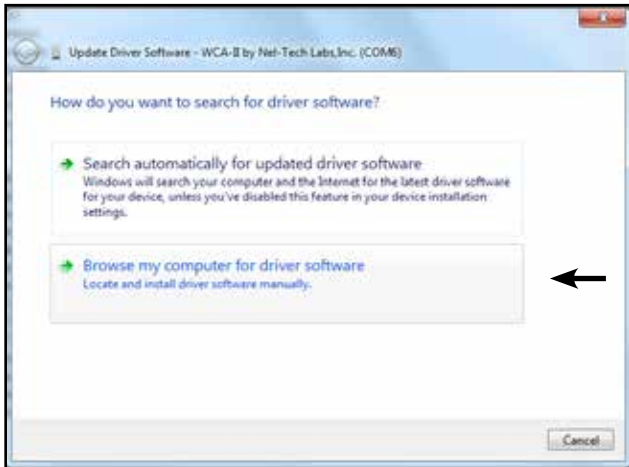
Step 6: Open the "Device Manager" on the PC.

Step 7: In the Device Manager expand the "Ports" folder.

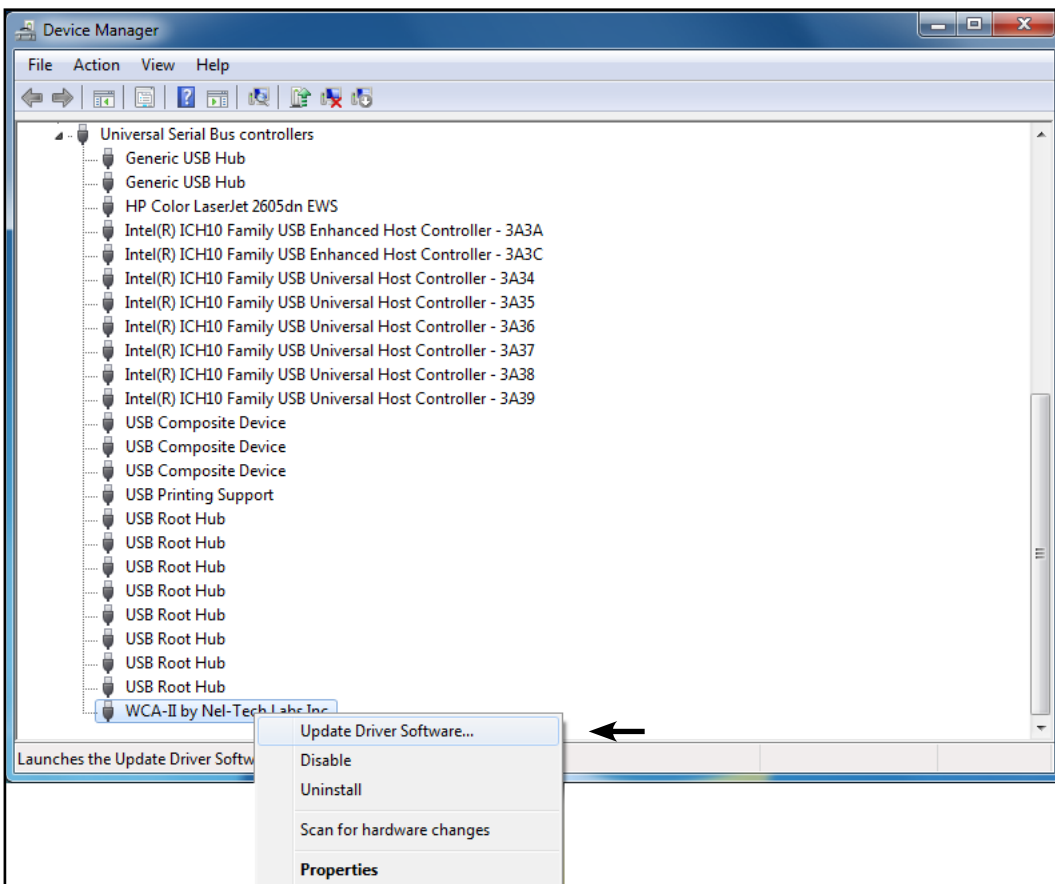
Step 8: Right click on "WCA-II by Nel-Tech Labs, Inc." and select Update Driver Software.



Step 9: Browse to the "C:\Program Files\iConnect Studio\TCA Drivers" folder and select NEXT. For x64 machines browse to C:\Program Files (x86)\iConnect Studio\TCA Drivers.

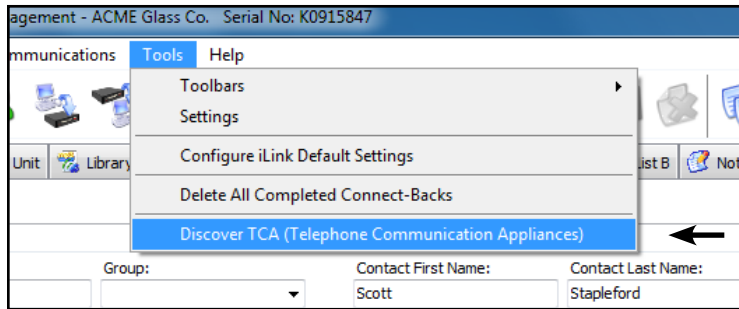


Step 10: Repeat Steps 8 and 9 for the "WCA-II by Nel-Tech Labs, Inc." in the Universal Serial Bus Controllers.



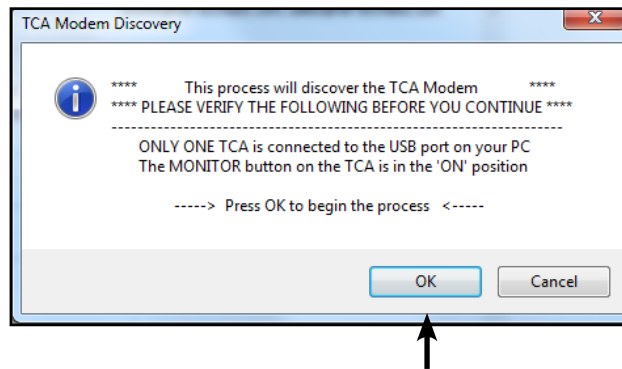
TCA (Telephone Communication Appliance) Modem Configuration - Single Computer Setup:

Step 1: Go to Tools>Discover Telephone Communications Appliances.

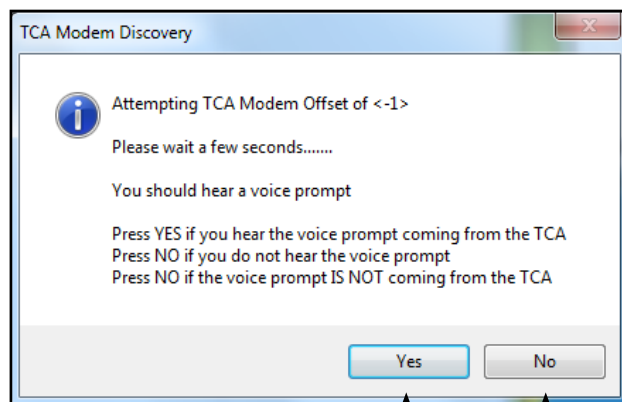


Step 2: A pop-up window for "TCA Discovery" will appear. Click "OK" once this step is verified.

1. TCA is connected to the computer via the USB port.
2. Monitor speaker switch on the front of the TCA is turned on.
3. TCA power supply is plugged in and power switch is turned on.



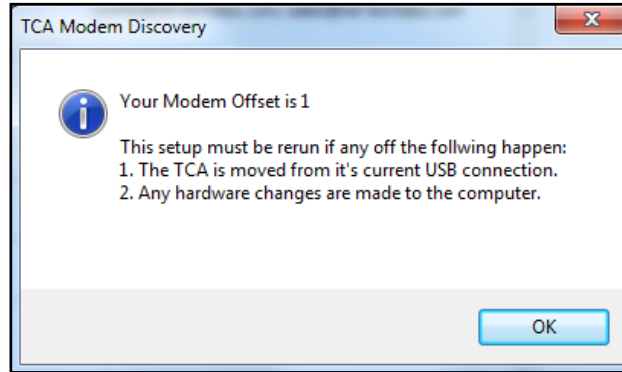
Step 3: If you hear a "voice prompt" coming from the TCA Modem click YES. If you DO NOT hear the "voice prompt" OR it is coming from somewhere else (ex. computer speakers), then select NO. If you select NO it will automatically switch the audio card offset and try again.



Voice
Coming
from
Modem

Voice
Not
Coming
from
Modem

Step 4: A pop-up confirmation screen will open when complete.



Information :

TWO modems per computer are currently supported.

Warning :

This Modem Configuration must be rerun if:
The TCA Modem is moved to a different USB port OR
Any hardware changes or USB devices are added or unplugged from the computer.

TCA (Telephone Communication Appliance) Modem Configuration - Multiple Computer Setup:

Step 1: From the main computer (server) that has the iConnect Studio SQL database make the following changes:

- a. Windows Start>regedit
- b. HKEY_LOCAL_MACHINE>SOFTWARE>Wow6434Node>PICA Product Development>iConnect Studio>Application
- c. Set registry flag "DistributionMasterServer" to 1.
- d. Set registry flag "DistributionNetworkedSlave" to 1.

Step 2: From each additional computer (client) that has iConnect Studio installed make the following changes:

- a. Windows Start>regedit
- b. HKEY_LOCAL_MACHINE>SOFTWARE>Wow6434Node>PICA Product Development>iConnect Studio>Application
- c. Set registry flag "DistributionNetworkedSlave" to 1.
- d. DO NOT SET the "DistrubutionMasterServer" flag.

Step 3: Make sure UDP port 15000 is unblocked on all computers running iConnect Studio.

Step 4: Run the normal steps above in the "TCA (Telephone Communication Appliance) Modem Configuration - Single Computer Setup" section.

Information :

If using a x32 bit OS then the Wow6434Node is not used when setting the registry

Special Registry Settings & Logging

iConnect Studio has certain registry settings that can be set by the dealer to allow for added features.

It is highly advised before changing ANY of these settings that you get assistance from PICA Product Development support.

CustomerSeachAutoClose (Default = 1) - This feature when set to the default of "1" causes the "Customer List" view box to automatically close when a customer is selected. If the "Customer List" view box is required to stay open after selection then the registry key must be set to "0".

SingleManagement (Default = 1) - This feature when set to the default of "1" only will allow one iConnect Studio Management to be run at once. If multiple threads of iConnect Studio Management are required (for example one server with multiple remote desktop connections) then the registry key must be set to "0".

ConnectBackDefaultPassword (Default = TLKDIG) - This feature is used when you have units connecting into iConnect Studio but no database record. In order for the record to be created the password must match. If in the rare occasion you have set a custom password on the unit then change this field to match your custom password.

AllowGroupFirmwareUpdates (Default = 0) - This feature allows firmware updates to be scheduled through groups when registry key is set to "1". **WARNING** - PICA Product Development does not recommend using this feature and setting registry key to "1" is done at DEALERS RISK.

SelectUnitMode (Default =) - This feature turns on support for specific unit types. Call factory for details.

UnitPermission (Default = #\$TELNET_OFF*) - This feature allows unit to have Telnet on the unit level to be turned ON for trouble shooting.

Windows 10 Support

Key Location: 'SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System'

Key: 'EnableLinkedConnections'

Required Value: '1'

Play Log Feature

All data when the Play Log Feature is activated is stored in APPDIR\Logging\

Dealer Note :

Special Dial Characters:

These characters can be used in the dial string to allow for delays.

~ (tilde) = 1 second delay

, (comma) = 5 second delay

; (semi colon) = 8 second delay



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Rev. M - 4/17

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